**BURNHAM SURGERY … PATIENT GROUP … ( PPG )**

The Burnham Surgery, Foundry Lane, Burnham-on-Crouch, Essex. CM0 8SJ

News from Burnham Surgery PPG January meeting

Hello, to Burnham Surgery patients. We are patients who really value our surgery and are eager to do what we can to help the Surgery offer the best services possible. We also aim to help all Burnham residents to have a better understanding about the problems that the Surgery is overcoming.

However, you will see we need all of you, who are able, to join in our efforts and add your ideas to improve the service. As reported last month we need a louder voice to speak up for Dengie health care. You can help by just going to the Burnham Surgery web site (burnhamsurgery.co.uk) and joining the Virtual Patient Participation Group. Then through this contact give us your ideas and answers to the questions and problems the Surgery is facing.

Here are some points we have been considering in our monthly meeting.

1. The lack of service for ear care and leg ulcers in Mid Essex )- Ear syringing is currently not funded by the CCG although they want all patients to have two failed attempts at ear syringing before being referred for microsuction.
2. The use of all the mandatory posters and leaflets which adorn the Surgery waiting areas. Think about the waste of time, printing, paper and laminate plastic used in this service; then multiply by the thousands of General Practices across the UK. How many people read these? Are any of them helpful? If so, which ones? Can we save valuable NHS money for a better cause?

Now helpful news. Care Navigators have completed training and are now in place. They have been able to direct people for improved care. The ‘LiveWell’ CCG group are providing health advice for people to prevent illness. It has been found helpful for minor illness, children’s illness and chronic disease management. However, it is not clear how useful this is where people require clinical input.

The Burnham Health Exhibition with presentations by doctor and nurse, as reported last month, is now planned for April or May to enable more people to attend.

The number of appointments wasted this month was 128 in total. 24 doctors’; 50 various nurse appointments . It was explained that it can take eight months to transfer a patient from doctor to doctor and 40% of new patients to our Surgery do not attend for health check appointments. There were 37 wasted appointments for these last month.

We hope this has demonstrated that we really need you to sign up to participate in Virtual PPG to give us your ideas about your local health service. ( 506 words)