

**What is the PPG and what does it do?** The PPG is a very active patient-led group, which meets every six weeks to discuss matters of concern to patients and to learn of developments and innovations planned by the Practice. The group is joined by one of the Partners and by the Practice Manager who all work jointly to improve patient services.

The PPG is also responsible for publishing the quarterly Health Centre News Update and for organising events for patients. The PPG is represented at each staff interview panel, and representatives from the PPG also attend the Centre Review held annually

All patients registered at the Practice are 'members' of the PPG. Patients can be active members in a number of ways.

All patients are welcome to attend the PPG meetings. Patients can register to receive PPG information and News Updates. Patients can comment and make suggestions to the PPG.

Patients can attend the events that the PPG hosts regularly throughout the year. The level of engagement is up to the individual patient. There is no fixed commitment required.

**How can I join/register my interest with PPG?** If you would like to have more information or to join the PPG please inform Reception, or contact the PPG through the PPG email address [CLCCG.PPG@nhs.net](mailto:CLCCG.PPG@nhs.net), or visit the Practice website for further details

**When and where do PPG meet?** The PPG meets every 6 weeks or so at the Practice from 6-8pm. This year's meeting dates are shown overleaf

## PPG

Jacqueline Glasser (Chair)  
Charmian Bollinger (Deputy Chair)

Contact the Chair or Deputy Chair via the PPG email address [CLCCG.PPG@nhs.net](mailto:CLCCG.PPG@nhs.net)

### 2014 Meeting dates

13th January  
17th February  
24th March  
28th April  
2nd June  
7th July  
22nd September  
3rd November  
8th December



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# Patient Partnership Group PPG Charter

*At the Marylebone  
Health Centre*



Working in partnership to achieve the best possible healthcare for our patients

Practice Tel: 0207 935 6328

## **Charter**

### **Take responsibility for our services**

The PPG believes that patients have a responsibility to help the Practice run an efficient service for all registered patients. The PPG has designed a Charter which we would like all patients registered with the Practice to commit to.

### **Patients**

**Use of consultation time** Appointments with the GPs are for 10 minutes. If you feel you need longer ask the GP if you can book a double appointment.

Try to prepare before the appointment so that you can use the appointment time wisely, and remember that the doctor cannot deal with multiple problems in 10 minutes.

Delays may occur when a patient presenting problems requires more than the allocated 10 minutes. Please be understanding should appointments overrun.

**Canceling Appointments**– You can text to cancel an appointment, or cancel on line or through the website or by telephone.. If you cancel in good time your appointment can then be offered to someone else. Patients who miss two appointments in a row will be reminded each time by letter that if they miss a third the Practice reserves the right to remove the patient from the Practice register.

Please also remember to cancel your hospital appointments if you are unable to keep them

**Help us to make the best use of our appointment system.**

**Turning up on time**– Please arrive on time. If you arrive more than 10 minutes late you will

either be asked to rebook, or wait until the end of the surgery. *Arriving late for your appointment will create a delay for other patients and for staff. Please be considerate.*

**Medication**-You can order on line through the website, by post, fax or deliver to the Practice where you will find a post box for repeat prescriptions by the entrance door. Alternatively you can arrange with your pharmacist to set up a repeat prescription service. Prescriptions take 48 hours to process. Please order in good time as the Practice cannot guarantee that urgent requests for repeat prescriptions can be met immediately

**Continuity of care**– When registered with the Health Centre you can see the GP of your choice. For better continuity of care we suggest you try to see the same doctor where possible.

**Telephone calls**– Please keep telephone calls brief and unless urgent try not call at the busiest time (9.00-10.30). You will find on the web-site many of the answers to your questions..

**Private doctors and medication** If you use a private doctor/hospital service please remember to ask the doctor or consultant to let us have details of any treatment and care for our records. We are under no obligation to change private prescriptions into NHS prescriptions. If we do agree this may take longer than the usual 48 hours and we will never prescribe (assuming it is available on the NHS) a particular medication without full information about why you have been prescribed it.. It is the patient's responsibility to make sure that this is provided.

## **Practice**

**The Practice wishes to have a mutually respectful and acceptable relationship with our patients. Please work with us to ensure that this relationship is successful for all concerned.**

The Practice will work with our patients in partnership to ensure that a high quality of service and care is provided, and that improvements are made where required.

The Practice will adhere to legislation about confidentiality and access to information.

If you have an urgent problem the Practice will aim to provide you with access to a GP the same day. If your problem is non urgent we aim to provide you with an appointment to see any GP within 5 working days.

The Practice will aim to see you as close to your appointment time as possible. Should delays occur you will be informed by the Reception team.

Once we agree to make a referral we will process that within 5 working days, and urgent referrals within 48 hours.

The Practice aims to provide you with your requested repeat medication within 48 hours of your request, as long as it is safe to do so.

The Practice will work with you to ensure that you receive the best care and attention. However if you are dissatisfied with the services we offer, you can pass your comments, concerns and complaints to the Practice Manager who will see they are be dealt with in line with Practice policy.