

Croft Medical Centre, Oadby  
PATIENTS' PARTICIPATION GROUP  
NEWSLETTER, OCTOBER 2012

**HAVE YOU BOOKED YOUR FLU JAB ??**

**New appointment system**

It's early days but, despite major problems with IT systems, the changeover seems to have gone reasonably smoothly from the Practice's point of view. However, we need to hear from you to get a full picture. Please give us some feedback, by email to [croftppg@googlemail.com](mailto:croftppg@googlemail.com) or by using the slip below.

**Online Booking**

**IF YOU CAN, PLEASE USE THE ONLINE SERVICES**

If you book your appointments online, it means you can book an appointment at any time of day or night.

It also takes pressure off the phone lines at busy times and allows patients needing urgent attention to get through on the phone.

If you are not yet registered to use the online system, please contact the surgery - they will give you a password. If the Practice has your email address, you can ask for Newsletters to be emailed directly to you.

**New Phone System**

As well as changing the appointment system, the Practice has acted on the findings of the patient survey by investigating alternative phone systems. We are pleased to be able to tell you that the system will change in December, and go back to a local 0116 number. More details next time.

***Missed appointments:  
AUGUST: 123***

There is a concern that this number may rise with the new system - watch this space.

**New members for the Patient Participation Group**

We are looking to welcome new members. Any patients who feel they have something to offer are welcome to apply, but to reflect our community and keep a balance in the group we are particularly looking for representatives from: *working parents; carers; people with long-term conditions and people who are registered disabled.*

Please contact the office or email the group ([croftppg@googlemail.com](mailto:croftppg@googlemail.com)) for more information.

**LET US KNOW YOUR VIEWS.**

Comments and suggestions please, in writing below/overleaf or by email to [croftppg@googlemail.com](mailto:croftppg@googlemail.com)