

PPG Meeting November 2023

Agenda

- Google review feedback
- Friends & family feedback
- Paramedic visiting service
- Myton hospice clinics at Croft Medical Centre
- High blood pressure group - Life Style clinics

Google review feedback

★★★★★ 4 weeks ago

★★★★★ 4 weeks ago

★★★★★ 3 weeks ago

NEW

★★★★★ 3 days ago

NEW

I have recently moved practices due to many bad experiences with my previous gp... on the day of registration for Croft medical I was extremely pleased with the help I got from the reception team who got me a appointment pretty much straight away! Very supportive and understanding!

It doesn't end there... I've been here a few weeks now and I have t experienced one single issue! The doctors go one extra mile to help and listen! I used to miss many appoints due to not feeling welcome at the previous gp.. here I know I can call and be spoken to with respect and work together to get what is needed!

Today I didn't have my prescription but the amazing staff here got it to me with in 20mins whilst dealing with the 830am madness!

So I would like to thank you all and to make it clear how appreciated your team is! Best practice in Warwickshire! Thank you so much for all your help and treating me like a human being!

★★★★★ 3 weeks ago

NEW

Really helpful staff, from reception team to medical secretaries; processed my request fast and advised me what to do. thank you!

★★★★★ a week ago

NEW

Dr Parkman was excellent! She was not only helpful but caring and informative. Thank you.

★★★★★ 2 weeks ago

NEW

Hi great reception stuff quick and professional thank you very much

★★★★★ 3 weeks ago

NEW

Had a PSA blood test with Peggy. Always professional and pleasant.

★★★★★ 3 weeks ago

NEW

Went for flu jab all OK. Quick service once past check in.

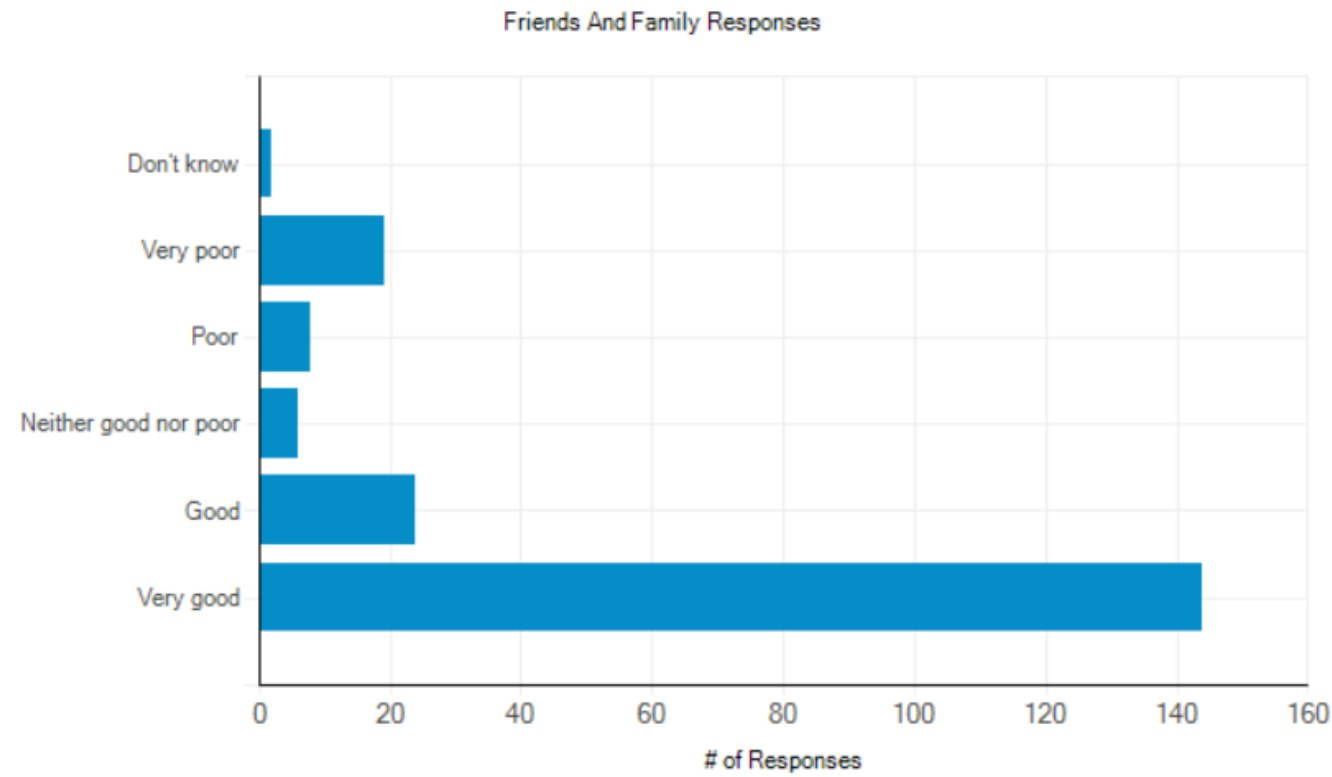
★★★★★ 4 weeks ago

Had a good blood test experience, staff very friendly.

★★★★★ 4 weeks ago

Experienced doctors and staff who are passionate about helping other people. I recommend it.

Friends & family feedback



Paramedic visiting service

- A paramedic visiting service in a GP practice is a service where paramedics perform home visits or same-day appointments for patients who are unable to travel to the surgery. This service frees up GP time and helps reduce hospital admissions by providing urgent care, assessment, and treatment for a range of conditions at home.
- They act as an extension of the GP team, handling a variety of patient needs and allowing GPs to focus on more complex cases.
- By treating patients at home, these services help to prevent unnecessary hospital visits.
- The service helps GP practices manage a higher number of patients, especially those with urgent needs.

Myton hospice clinics at Croft

- Myton Hospice works with GP surgeries to provide specialist care for patients aged 18 and over with life-limiting illnesses who are registered with a GP in Coventry and Warwickshire. The partnership allows Myton's services, such as symptom control, wellbeing support, and end-of-life care, to be coordinated with the patient's GP, who would typically be the first point of contact. Myton has hospices in Coventry, Rugby, and Warwick, and provides care in patients' own homes.
- GPs can refer patients directly to Myton Hospices for specialist support, or the hospice can work with the patient's GP to coordinate care
- Myton's services are designed to complement, not replace, the care provided by a GP. This includes focusing on symptom management, pain relief, and improving quality of life when a cure is no longer an option.
- Services are provided by specialist teams, including nurses, and are available in hospices or in the patient's home through the Myton at Home service.
- How to access services
- Via GP: Patients should first speak to their GP about their needs and eligibility for Myton's services.
- Services provided
- Specialist palliative and end-of-life care
- Pain and symptom control
- Wellbeing services, including counselling, physiotherapy, and occupational therapy
- Support for families and carers

High Blood Pressure Group -Lifestyle clinic with Dr Joanna Fleming

- A lifestyle clinic in a GP surgery supports patients with positive health changes through group sessions or one-on-one consultations focused on diet, activity, sleep, and wellbeing. These clinics, sometimes run by specialized practitioners or in a group format, aim to help manage chronic conditions and improve overall health using a holistic and person-centered approach.
- Holistic assessment: Clinics assess factors like social isolation, stress, sleep quality, diet, and physical activity.
- Behavior change support: They provide tools and support to help you make sustainable lifestyle changes.
- Focus on chronic conditions: Lifestyle medicine is an evidence-based approach used to help manage chronic diseases like Type 2 diabetes and cardiovascular disease.
- Multidisciplinary approach: Care often involves a team approach, including GPs and other practitioners, and considers social determinants of health