




Website: www.portisaacpractice.co.uk

 : Port Isaac Surgery

Statistics...

Port Isaac Practice Flu/Covid clinics 2023 distributed 748 Flu vaccinations and 442 Covid vaccinations on Saturday 30th September.

Along with 779 Flu vaccinations and 471 Covid vaccinations on Saturday 7th October.

Thank you to everyone who attended our Flu clinics this year!

Telephone stats September...

Total inbound calls—6,916 (5275—76% Queued)

Answered from the queue—4,560 (86.4%)

Average Queue time—3m 23s



Clinical team ready to start vaccinating on 7th October Flu/Covid



Friends and Family Test results—September 2023

How likely are you to recommend us to friends and family if they needed similar care or treatment?

- Extremely likely: 109
- Likely: 51
- Neither: 13
- Unlikely: 3
- Extremely unlikely: 1
- Don't Know: 1

Help Us, Help you - GP Team

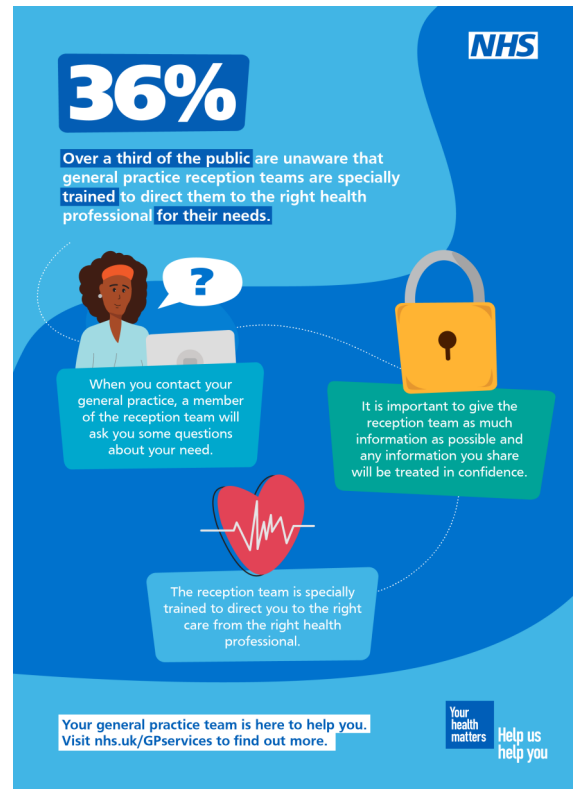
Did you know that, in addition to your GP, there are other health professionals in general practice who can help you get the right care?

A new survey has found that over a third (36%) of people in England are not confident that they can identify the various health professionals working in a general practice, which could include clinical pharmacists, nurses and even paramedics.

General Practice teams are made up of a whole range of professionals, such as nurses, paramedics and clinical pharmacists. But a new survey has found that many people don't realise that many roles, like mental health practitioners (66%), physiotherapists (71%) and social prescribers (89%), could be available at general practice.

If you need to see a GP you will always be offered an appointment, but there may be other health professionals available who can provide the most appropriate support. Having a range of health professionals at your general practice means you can receive the right care for your condition as quickly as possible.

Your general practice team is here to help you. Visit nhs.uk/GPservices to find out more.



36%

Over a third of the public are unaware that general practice reception teams are specially trained to direct them to the right health professional for their needs.

When you contact your general practice, a member of the reception team will ask you some questions about your need.

It is important to give the reception team as much information as possible and any information you share will be treated in confidence.

The reception team is specially trained to direct you to the right care from the right health professional.

Your general practice team is here to help you. Visit nhs.uk/GPservices to find out more.

Your health matters. Help us help you.



PORT ISAAC PRACTICE PATIENT PARTICIPATION GROUP

What is a Patient Participation Group (PPG)?

A Patient Participation Group (PPG) is a group of patients, carers and GP practice staff who meet to discuss practice issues and patient experience to enhance the service.

Purpose of the PPG:

- ✓To facilitate good relations between the GP practice and patients by communicating patient experience, interests and concerns and providing feedback to the practice on current procedures and proposed new developments.
- ✓To work collaboratively and positively with the practice to enhance services and facilities for patients and to act as a sounding board for practice staff on issues affecting patients.
- ✓To build two-way communication and co-operation between the practice and patients, other individuals and organisations in healthcare, and the wider community to the mutual benefit of all.

Contact the PPG



**Secretary and
General Practice Representative**
Cara Barfield



PPG CHAIR
John Quilter



PPG VICE CHAIR
Ann Sumra

For more information regarding Port Isaac Practice PPG and the chance to submit a query for the group, please visit:

<https://www.portisaacpractice.co.uk/practice-information/patient-participation-group/>