



# Patient News

If you want to hear about what is going on at Mann Cottage Surgery, you will find it here in our practice Newsletter.

## Introducing our newly formed Patient Participation Group

**A Patient Participation Group (PPG) is a voluntary group of registered patients and practice staff that meets to discuss and, where possible, influence the running of the practice, represent patient preferences, improve patient experience, provide constructive feedback, and help improve communication between the surgery, patients, and the wider community.**



**PPG Chair**  
**Michael Gibbons**

### **Meet & Engage with our new Patient Participation Group (PPG)**

The Mann Cottage PPG has recently been re-established with the clear purpose and commitment to work with the Practice and its patients to identify areas which could help with the flow of communication, information sharing, identifying priorities, general support and possibly new projects.



**PPG Secretary**  
**Maggie Cook**

The Group Chair, Michael J S Gibbons CBE, writes:

**"I am immensely pleased to have this opportunity to ensure the PPG helps Mann Cottage patients and the Practice, to improve services for patients and communications between them"**

There are 7 members of the Patient Participation Group (in addition to Michael and Maggie), all of whom are patients of the Mann Cottage Surgery and are active members in the community.

They are:

Justin Banbury, Gill Brown, Bob Eastoe, Andrew Gilravey, Pamela McLoughlin, John Nutbourne and Vincent Willmott.

More details of PPG Members will be available soon.

The Practice is an anchor point for the wellbeing and health needs of so many in our community. With increasing demand for the quality service and care currently being delivered, the PPG hopes to be the link between patients and Practice into the future.

**We respectfully remind everyone that the PPG is NOT the appropriate contact for making a complaint or sending any personal medical information.**

The PPG is here to work as a bridge for the patients and the Practice joining them together for the best outcome for everybody. Your suggestions are valued and welcome. Patients are invited to contact the PPG with thoughts and ideas for possible projects for the Practice to consider for the future, current areas of information which could be expanded or improved, or any other specific issues of interest and benefit to patients.





## Mann Cottage Surgery PPG Contact Details:

email us at:

[ppgmanncottage@gmail.com](mailto:ppgmanncottage@gmail.com)

This email is **not** monitored daily, but all messages will be acknowledged

Please be aware that this email address is not operated by Mann Cottage Surgery staff and **MUST NOT** be used for any medical enquiries, requests or advice.

Please contact the Surgery on 01608 650764 for any medical issue.

also please use the PPG 'Mailbox' below to leave suggestions or comments for the Group.

This box will be emptied weekly, and all notes will receive a response, if you leave your contact details.

To avoid additional pressure on Mann Cottage staff, please do **NOT** use the Practice telephone numbers to contact the PPG Thank you. We look forward to hearing from you!

We have been named as a 'Top Recruiter' for our recent Research Study about Optimising Treatment for Mild Hypertension in Older People at Risk of Adverse Events



## Virology swabbing

As a research practice we encourage patients to self-swab when they have symptoms of flu, this helps the RCGP Research & Surveillance centre to map the viruses that are in the locality.

If you go to <https://takeatestuk.com/> as soon as you feel unwell with flu-like symptoms, you can use our practice code

**L84068** as your 'voucher code' to request a swab kit.

You will receive the kit via post and will be able to return it by post (ideally within 7 days from start of symptoms).

You will be notified of a positive result for viruses such as Flu, COVID or Respiratory Syncytial Virus (RSV).

## Managing Winter Pressures

Dear Patients,

We are now in peak winter pressures season and daily we are seeing unprecedented levels of demand for our services.

We would like to ask a few things of you –

**If you need urgent, same day contact with a doctor**

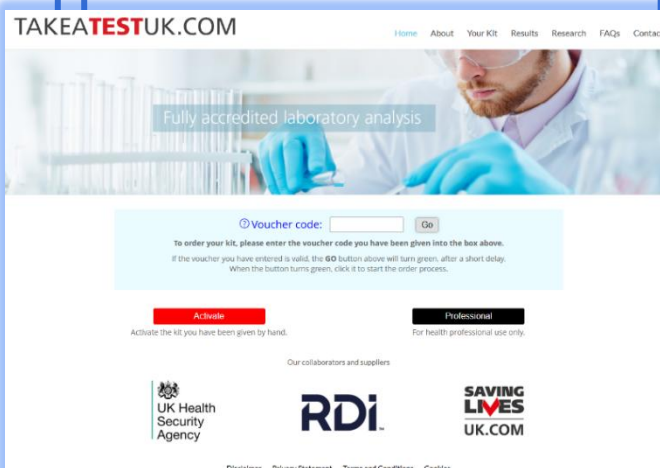
- **CALL** as early in the day as you can, so we have time to triage you and decide the best treatment plan
- **GIVE** as much information to our receptionist about your problem as you can
- **WAIT** by your phone so you do not miss our call back
- **PREPARE** to attend the surgery when offered an appointment

We are not a walk in service, so please always try to call first.

If you have symptoms of

**Sinusitis** (age 12+) **Sore throat** (age 5+) **Shingles** (age 18+)  
**Earache** (age 1-17 years) **Impetigo** (age 1+) **Uncomplicated UTI** (women only aged 16 -64 years)

Please visit your community pharmacy in the first instance to seek help. They can offer advice and prescribe certain medicines for the above conditions.



Merry Christmas !