

Ripley Medical Centre



Edition 1 Autumn 2023

YOUR NEWSLETTER

This newsletter has been jointly put together by the members of the practice's Patient Participation Group and the practice team.

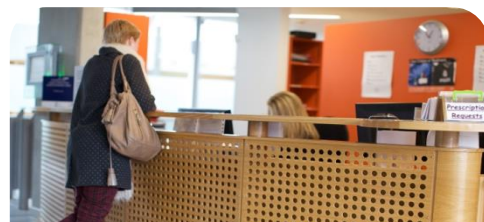
This newsletter aims to keep you updated about important changes within the practice that affect and influence the care you receive.

We aim to publish this newsletter quarterly. We hope you find it useful and would appreciate any feedback and comments, via the NHS Friends and Family feedback form.

Practice Refurbishment & Upgrade

The practice will shortly benefit from a refurbishment, with new flooring and a repaint throughout the building. The car park will also be white lined, with designated parking spaces, including spaces for disabled patients. It is hoped the works will be completed before December 2023.

A new telephone system is also scheduled to be implemented within the next few months and it is hoped this will improve patient's access when contacting the practice.



Repeat Medication

Please ensure you have sufficient medication to bridge the gap between ordering and it being ready to collect. Plan ahead for holidays and unforeseen events – make sure you don't run out!



Practice Contact Details

Telephone - 01773 303591

Website -

www.ripleymedicalcentre.co.uk

Practice Information

Surgery Opening Hours

Monday 08.00 - 18.30

Tuesday 08.00 - 18.30

Wednesday 08.00 - 18.30

Thursday 08.00 – 18.30

Friday 08.00 - 18.30

General Practitioners

Sarah Milner

Kehinde Oyede

Noor Bhat

Janice Djabatey

Zulu Okoligwe

Helen Zaklama

DCHS Quality Lead

Tracey Brailsford

GP Registrars

Rebecca Potts

Busisiwe Munodawafa

Farah Ahmed

Practice Manager

Gail Bird

Advanced Nurse Practitioners

Ruth Regan

Helen Weston

Practice Nurses

Jessica Glover

Lisa Garthwaite

Jude Deehan

Healthcare Assistant

Joanne Jeffries

Community Midwife

Amy Weston

Health & Wellbeing Coach

Alison Green

Patient Participation Group (PPG)

The purpose of the PPG is to foster good relations between the practice and its patients. This is achieved through monthly meetings, and the communication of comments and observations back to the practice, about your experience and how if possible, it may be improved.

It is also a means of informing patients of any proposed developments which may affect them, for example, changes in opening hours. The PPG is **NOT** a forum for making complaints about the staff or the services provided.

Membership is open to all patients registered at the practice. If you feel you could contribute and participate in the group, please do not hesitate to speak to the reception staff or the practice manager who will forward your contact details to the PPG group.

Remember, you could make a difference to the services that Ripley Medical Centre provide, and have an influence in important changes affecting patient care within your local community.

Jenny Ireland – PPG Chair.

The NHS Friends and Family Test cards

You will receive a text message after every attendance you make to the surgery, asking for your feedback on your experience of visiting the practice. In August 2023 the practice received 191 Friends & Family responses, which are summarised below:

Patient responses:

81% Very good
15% Good
2% Fair
2% Poor
1% Neither good nor poor

You can also complete a paper Friends & Family card, available in reception and waiting area.