

The Patient's Voice

News from your PPG

What is a PPG?

A 'PPG' is a patient participation group.

At this PPG, we are a group representing patients registered at the GP practice here at North Colchester Healthcare Centre, making sure the patient view is represented within the practice and more widely.

Welcome to this first PPG newsletter from the GP Surgery and Walk-in Centre at the North Colchester Healthcare Centre. On behalf of patients, your PPG is delighted that Care UK have given us the opportunity to work with them to improve patients understanding of the practice, how it works and how it can improve.

This newsletter is a great opportunity to update fellow patients on what the PPG has been up to. We are a growing group and actively seeking new members. We meet formally every 2 months, but get involved in other activities in between.

The future of the Walk-in Centre

Recently, the North East Essex CCG (they commission the Walk-in Centre service) have outlined their urgent care review. Your PPG members were concerned that our fellow patients were not being made aware about the future changes which could see closure of the Walk-in Centre. We held several 'outreach' sessions at the centre, explaining the options being put forward by the CCG and encouraging fellow patients to complete the CCG's questionnaire, collecting over 160, which we took to the CCG. Their decision will be announced in May.

Ideas, what's gone well or not so well?

We would love to hear from you so that we can encourage Care UK to make our GP practice even better, our email address is below, or you can leave a message with the receptionist, for the attention of the PPG..... even better, JOIN US!

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