



Probud Surgeries Patient  
Participation GROUP  
**NEWSLETTER**

SEPT 11

**Welcome to the 1st newsletter for all  
registered patients of the Practice**

We hope you will be happy with this form of communication  
We would ask you to support us by contributing and telling  
us what topics you wish to see  
so it truly becomes your newsletter

**Patient feedback and input is essential  
to our existence so ..... PLEASE  
RETURN CUT OFF SLIP AT BOTTOM OF PAGE  
TO US (DETAILS BELOW)**

Patient feedback from our recent pilot PPG survey highlighted:  
**HAND-GEL & WHEELCHAIR AVAILABILITY – Poor signage  
SO ..... We have put larger, clearer signs up**

Our main PPG patient survey is due to be circulated soon to 840 patients who are selected  
at random to seek their level of satisfaction with the service they receive from the practice. If  
you are one of the 840 PLEASE help by completing the form (takes about 20mins) & return  
asap in the envelope provided. THANK YOU FOR YOUR HELP

**DID YOU KNOW OVER 200+ APPOINTMENTS ARE MISSED MONTHLY  
PLEASE TRY NOT TO FORGET TO CANCEL EVEN WITH SHORT NOTICE IT HELPS  
US OFFER THAT SLOT TO ANOTHER PATIENT**

-----  
CUT OFF HERE

**KEEP UP TO DATE BY REGISTERING ON OUR DATABASE NOW**  
EVERY PATIENT OF THE PRACTICE IS ENTITLED TO BECOME A MEMBER OF THE PPPG

For confidentiality reasons we are developing our own PPG database at the surgery. If you wish to receive our  
newsletter and be kept up to date and consulted on matters which may affect you as a Patient, please complete the  
form overleaf (in a sealed envelope if you wish) and return to either Shirley Mugford at the surgery or Chairman of  
the PPG, Simon Newell at the surgery

or email [Shirley.Mugford@probud.cornwall.nhs.uk](mailto:Shirley.Mugford@probud.cornwall.nhs.uk) [simonnewell9@btinternet.com](mailto:simonnewell9@btinternet.com) 01726 883013  
Vice Chair Malcolm Davies 01726 66341 [m\\_f\\_davies@yahoo.co.uk](mailto:m_f_davies@yahoo.co.uk)

**PLEASE SUPPORT THIS NEWSLETTER**

**POSSIBLE TOPIC IDEAS below??**

- Tell you what a PPG can achieve with good member numbers to benefit ALL patients at the practice?
- Is quarterly a good idea whilst so many NHS changes are taking place?
- highlight different medical conditions
- “Doc spot” for general (not individual) questions and answers
- set up any particular support group/forums
- throw in a medical joke now and again
- A community interest subject??
- healthy recipe spot/economy recipe spot
- important telephone numbers/ contact details
- keep you up to date of changes that will affect you
- info about what problems can be dealt with at our surgical centre
- info on how the different departments run at the Practice
- info on NHS costs at Treliske
- walks in and around |Probus (starting walking group)
- Info on our links to community Befriending group
- RCHT needs Foundation Trust status by summer 2012

**ANY OTHER IDEAS PLEASE FORWARD YOUR THOUGHTS**

[enquires@probus.cornwall.nhs.uk](mailto:enquires@probus.cornwall.nhs.uk)

In person at reception

Tel: Shirley 01726 882745 ext 248

CHAIRMAN Simon Newell 01726 883013 [simonnewell9@btinternet.com](mailto:simonnewell9@btinternet.com)

VICE CHAIR Malcolm Davies 01726 66341 [m\\_f\\_davies@yahoo.co.uk](mailto:m_f_davies@yahoo.co.uk)

**KEEP AN EYE ON OUR BOARD IN THE WAITING ROOM AT PROBUS or PPG  
SECTION ON THE PRACTICE WEBSITE [www.probusurgery.co.uk](http://www.probusurgery.co.uk)**

-----  
NAME ..... AGE .....

MALE ..... FEMALE ..... ANY DISABILTY?.....

ETHNICITY (ethnic background).....

ADDRESS .....

HOME TEL OR MOBILE .....

EMAIL .....

COMMENTS .....

