



# ONGAR HEALTH CENTRE PATIENT PARTICIPATION GROUP NEWSLETTER

## CONTACT DETAILS

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## PATIENT PARTICIPATION GROUP

To contact the Patient  
Participation Group, email  
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## GP ACCESS

All west Essex patients have access to evening and weekend GP and nurse appointments via a number of 'Hub' practices throughout the area. Appointments must be booked via the surgery. You will be seen at other local practices in Epping, Harlow and Loughton. They have appointments until 10pm on weekdays and between 8am and 8pm on Saturdays and Sundays.

## THE PPG IS NOW ON TWITTER: FOLLOW @ONGARPPG

Welcome to our second newsletter and thanks to everyone who has already signed up. We are working hard to reach out to as many local publications and organisations to expand our membership. You will hopefully see our articles in The Fyfield Focus, North Weald Village Life and The Ongar News. If you have suggestions for any other suitable local publications please let us know. In addition, we need to target younger age groups whose opinions matter so much in the delivery of health care. Are you a member of a 'mother and baby' group, a pre or post-natal group, or are you a carer? If so your voice is important and you are exactly the people whose views are so valuable to the Ongar Health Centre. You can pick up a form from the surgery to join the PPG and there will be a link on the Patient Participation Group page on the Health Centre website. PPG committee members have attended the Saturday flu clinics to spread the word about the PPG, and we encourage you to check out our newly dedicated space on the notice board by the surgery ground floor lift. Please also follow us on Twitter @ongarppg. PPG committee members hope to attend a partners meeting in November. Meeting with the GPs will help us work towards our objectives by initiating dialogue and working towards the compilation of

patient surveys. The trialled new appointment system will no doubt be on the agenda.

## PRACTICE PROFILE: DR SHAH CHOWDHURY



Dr Shah Chowdhury finished his GP training in Ilford in 2009 and worked in Tower Hamlets as a salaried GP before joining Ongar Health Centre in 2015. He also pursued an interest in Tropical Medicine completing his diploma at the London School of Hygiene and Tropical Medicine in 2011. Dr Chowdhury also has an interest in Commissioning and served on the Tower Hamlets CCG Board from 2011 to 2014 leading in Community Health

Macmillan Coffee and Cake sales: Coffee and cake sold by June Giles during three flu clinics at the practice raised £410 for Macmillan Cancer Support. Practice Manager Yvonne Pope thanked June for her efforts saying: "She is an absolute marvel!"

E-newsletter: There are more local health news articles on the e-version of this e-newsletter. To register to receive the e-newsletter by email, email [ongarppgnews@gmail.com](mailto:ongarppgnews@gmail.com) or complete a sign-up form available at the practice reception.

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Services and Continuing Healthcare, the latter for which he served as the clinical chair until 2016.

At Ongar Health Centre he is the joint Research Lead with Dr Potluri and is the chair for the Epping and Ongar Neighbourhood Team, a collaborative of four local practices of which Ongar Health Centre is part.

Outside of the practice, Dr Chowdhury is kept busy with his two young daughters and before they appeared he enjoyed football, snowboarding, pub quizzes and the cinema.

## ONGAR PPG ON TWITTER

The Patient Participation Group is now on Twitter @ongarPPG.

If you do not use Twitter but have internet access you can still see our posts by visiting [www.twitter.com/ongarPPG](http://www.twitter.com/ongarPPG)

## NEW INTEGRATED HEALTH SERVICE CONTRACT AWARDED

West Essex NHS Clinical Commissioning Group has awarded a contract for a new integrated care service to Herts Urgent Care (HUC). Starting on April 1, the contract brings together local NHS111, GP Out-of-Hours and GP extended access services in evenings and on weekends under one provider.

They are currently provided by three separate organisations.

## MISSED APPOINTMENTS

Between January 1 and September 30 some 1,467 appointments were wasted by patients who did not attend which is equivalent to 81½ fully booked surgeries. If you are unable to keep an appointment, ring the practice on 01277 367200 and select Option 2. This is a dedicated line where messages can be left. The reception team can then release the appointments to other patients. Help ensure there are appointments available by cancelling any you no longer want.

## DISPENSING INFORMATION

If the practice dispenses your medication you are able to get this delivered to you at home on Tuesday or Thursday mornings. The practice is unable to deliver controlled drugs.

You will be telephoned the week before your delivery date to check you require everything on your repeat list. There is a huge problem nationwide with patients over-ordering and/or hoarding medication.

All patients are asked to only order the items they require and not to automatically order everything on their prescription. .

## ALLOW TIME FOR YOUR REPEAT PRESCRIPTION

Please remember that it takes 48 hours for your repeat prescription to be processed by the prescribing clerks and GPs and a further 24 hours for the chemist of your choice to prepare your medication.

## LEAGUE OF FRIENDS PURCHASES EQUIPMENT

The Ongar and District Healthcare League of Friends has recently agreed to spend over £6,525 on equipment for the practice.

The items include two electric plinths with leg supports and an examination stool,, three dermatoscope sets, forceps and an ear irrigation unit.

\* The League of Friends is holding its annual Service of Nine Lessons and Carols at St Martin's Church, High Street, Ongar, at 3pm on Sunday, December 2. Everyone is welcome to attend. The service will be followed by seasonal refreshments.

A collection will be taken for the ProActive prostate cancer support group.

## PPG PROFILE: ROBERTA ABBOTT (SECRETARY)

Roberta and her husband live in High Ongar having moved from Buckhurst Hill in 2011. She has two children, four grandchildren and a dog! Roberta spent most of her career working in the family travel business, and managing their stationers and bookshop.

After selling the business, she worked for some years as an optician's receptionist. Roberta has always been committed to voluntary work, including chairing the Parents Association and serving several years as a Governor of Bancroft's School, Woodford Green, and most recently as Chair of a local osteoporosis Support Group.

Roberta is enjoying the challenge of setting up the PPG and working towards an effective and beneficial group for both the practice and patients.