



## WELCOME TO THE SECOND INSTALMENT TO THE VPHC NEWSLETTER

In this edition of our newsletter, we're delighted to bring you a range of exciting updates and events.

First, we have our upcoming Garden Workshops, where you can get hands-on with nature, learn new gardening skills, and connect with others in a relaxed outdoor setting.

For those looking for a friendly, informal way to connect, don't miss our Tea and Toast Fridays—a welcoming space to enjoy a warm drink, meet fellow community members, and share a chat.

We're also reminding everyone of the usefulness of the NHS app, which provides a convenient way to manage your health care and order your medication.

We've been working on a rejig of our face-to-face appointment system, ensuring greater flexibility and efficiency in booking and attending appointments.

Last but not least, we're excited to share a section on Susie Clegg, our Care Coordinator. Read on to learn more about her background and the valuable contributions she brings to our services.

We hope that you enjoy this month's newsletter.

*Vauxhall Primary Health Care*

## PATIENT PARTICIPATION GROUP (PPG)

We held our last PPG (Patient Participation Group) meeting on 24th October. We heard positive feedback on the new phone system, discussed issues with access and trying to offer more face to face appointments. We discussed trying to get more patients involved with the PPG and started planning future events.

### **We are looking to grow our Patient Participation Group (PPG)!**

Would you like to have a say in how your GP practice provides care?

Would you like to meet others in the community?

Would you like to see more events to improve health and wellbeing in your community?


If the answer is **YES** please see Gill or Sophie on reception or send us an email on [vphc@livgp.nhs.uk](mailto:vphc@livgp.nhs.uk)

## GREEN ST. GARDEN UPDATE:

Would you like to influence the location of the tree planting in Limekiln Park and the section of Scotland Road? Green Street Community Garden will be meeting at Vauxhall Primary Health Care for a half-hour stroll and discussion to examine the possible placement of these trees. We will set off from VPHC on **Friday 6th December** at midday.

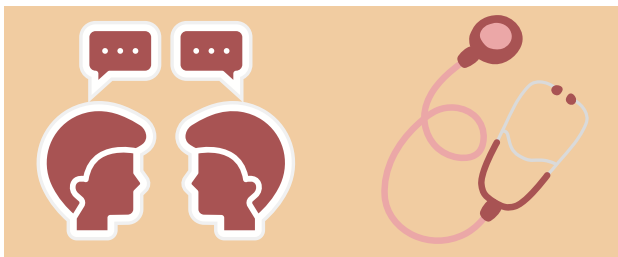
The garden group has already planted 27 trees at the front of the practice and funding has also been secured for a horticulture course and more workshops for the coming summer! There's an array of upcoming garden workshops over the coming months. Take a look at the info below and, come rain or shine, head on down to our Garden open days:

**6th December 24' - Tree Planting Walkaround** 

**10th December 24' - Bulb Planting** 

**11th December 24' - Wreath Making** 

**19th February 25' - Minibus trip to Ali's Garden** 



### Flu Season:

Flu is caused by a bug called a virus and can make you feel ill. In order to build immunity, the best time to get a flu vaccination jab is in autumn.

It's really important to build up immunity in order to protect yourself and the ones around you.

### F2F Appointments:

To better meet your needs, we've doubled the number of face-to-face appointments, and are continually trying to improve our appointment system based on your feedback.



### Digital Technologies:

We have implemented a range of easy to use digital technologies to help you interact with the practice.

From ordering prescriptions, registering as a patient, or booking an appointment, The NHS app, Blinx, and My GP are becoming integral to better facilitate your requests at the practice. Scan the QR code below to learn more about the NHS app:





## **TEA AND TOAST FRIDAYS:**

Just a friendly reminder that we hold Tea and Toast Fridays at the surgery every week. It's a great opportunity to pop by, enjoy a warm drink, and have a chat in a relaxed, welcoming environment. We are also holding a **PPG Meeting on Friday 13th December**

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## **MEET THE TEAM - SUSIE CLEGG, CARE COORDINATOR**

My name is Susie Clegg and I am the Care Co-ordinator at Vauxhall Primary Health Care.

I have worked at Vauxhall for over 8 years. Started as data quality officer but took on the role as care co-ordinator 3 years ago and really enjoy it.



The role of Care Co-ordinator is very diverse which means not only do I still get to do data quality work which means I get to work closely with nurses and GP's ensuring information documented is coded correctly, but, I also get to interact with Patients either face to face, via telephone or sms when inviting them into their long term health condition annual reviews.

I am involved in the care of our more vulnerable patients ensuring they are seen and fully reviewed by a GP in an environment in which they are comfortable and feel safe. I have done home visits to patients who do not interact with the surgery and try to work with them to find a solution to help them feel comfortable having their review.

Other work I am involved in is Cancer Care and I talk to newly diagnosed cancer patients offering support from other agencies who can help with emotional, financial, social, family support and much more.

In the last 18 months I have trained to become a phlebotomist, I have done my Diabetic foot screening training, Hypertension Monitoring training and immunisation training so I can be more interactive with patients and offer more support to both patients and colleagues at Vauxhall Primary Care.

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