Hi All,

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JOIN YOUR

PPG

WE NEED YOUR VIEWS TO SHAPE OUR

FURURE

SERVICE

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LIME TREE & SINNOTT HEALTHCARE

NEWSLETTER

We need patients from all ethnicities, cultural backgrounds and age groups to join the Patient Participation Group. This is your forum to have your say and give us your views not only on what is happening in our practice but by liaising with other PPG groups across Waltham Forest you can be part of the wider picture on what is happening with healthcare in your locality.

The Waltham Forest Clinical Commissioning Group are supporting PPG’s by hosting meeting for PPG’s from all practices in Waltham Forest to come together and share their learning and experience.

There is a simple slip at reception that you can complete and on our website.

[www.ltshealthcare.gpsurgery.net](http://www.ltshealthcare.gpsurgery.net)

**Appointments are still getting wasted**

**We ask you cooperation in improving this situation. Some Patients are booking appointments and are not turning up, not cancelling and calling the next day for another appointment. This even happens with the on the day appointments. We are publishing our DNA (DO NOT ATTEND RATES) in reception. You may be surprised to know that some months we have over 100 wasted appointments that you could have had. Joining the PPG, you can help with patient education on appointments in conjunction with the practice, from the patients point of view.**

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**WE SUPPORT THIS CAMPAIGN** [**https://www.nhs.uk/change4life**](https://www.nhs.uk/change4life)