

THE ROYAL CRESCENT AND PRESTON ROAD PRACTICE

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PRG UPDATE

Dear members

Dear Members of the Royal Crescent Patient Reference Group

We have had a busy year and are just finishing up our 2012 flu season and have vaccinated just under 5000 patients. Our campaign started late as there was a delay to the vaccine delivery but this didn't stop us from giving more flu jabs than ever before !

Our new reception area is now pretty much finished and we have had good feedback from patients and staff so far. There is a new office behind the reception wall, where a team is busy answering phones and dealing with various paperwork.

Next year will be an exciting year as there are plans to change our clinical IT system. This is a major change for us and will involve a lot of preparation. The change is likely to happen in April 2013.

I will also be inviting members of the PRG group to a face to face meeting in the New Year to talk through the progress made as a result of the group and patient feedback. This is likely to be an early evening meeting, starting around 5.30/6 on a Monday. I will let you know when I have organised a date.

Wishing you all a very Merry Christmas and New Year !

Best wishes from Leanne and the Team at Royal Crescent