

Falkland PPG Newsletter



Autumn 2025

Welcome to the latest Patient Participation Group (PPG) newsletter, for Falkland Surgery

In this issue

- **AGM and Surgery Open Evening**
- **Surgery News**
- **NHS App — useful tips**
- **Wash Common Festival**
- **National GP Survey**
- **NHS Changes**
- **Medical Waste**

AGM and Surgery Open Evening

Mark your calendars! The Falkland PPG will be having their AGM and be holding a Surgery Open Evening on **Wednesday, 22nd October at 7pm** in the Surgery Waiting Room

Dr Ruth Lambert will also be speaking to us on First Aid

Don't miss it!

Free tea, coffee & a raffle!

Falkland On-line

Don't forget that the surgery has its own Facebook page where you can get up-to-date information as well as post your own comments

And there's also the website of course:

www.falklandsurgery.co.uk

Surgery Update — Hellos & Goodbyes

- Goodbye to Dr Lorna Berry who is replaced by Dr Connery from 16 Sept.
- Farewell to Caroline Bowyer our clinical pharmacist.
- Front desk refresh: two new Patient Services Advisers in training and a new secretary joining.

Helpful Tips for Using the NHS App

The NHS App makes managing your health easier than ever, right from your phone! Here are a few things you can do:

- Order repeat prescriptions – this is the way the surgery recommends
- View your medical records securely, including some test results
- Access health advice and services anytime

It's free, secure, and available on iOS and Android. Just download the app and log in with your NHS login to get started!

Detailed advice on how to get set up is at <https://www.nhs.uk/nhs-app/nhs-app-help-and-support/getting-started-with-the-nhs-app/>.

If needed, the surgery can provide help getting set up with the app. For more general help, Informal IT sessions are available at Newbury Library on Tuesdays and Wednesdays, between 09:30 -13:30pm every week. To book a session, email: rav.gopal@westberks.gov.uk, or contact the library directly on 01635 519900.

Wash Common Community Festival

This is a vibrant, family-friendly event held annually in Newbury. It will take place on Saturday, 27th September, from 1:00 PM at Falkland Cricket Club, located on Enborne Street, RG14 6TW.

- **Live music and performances**
- **Local food stalls and refreshments**
- **Games and activities for all ages**
- **Community group stalls showcasing local organisations**

The Patient Participation Group (PPG) will have a stand, running a Tombola and Children's Game in aid of fund raising for the Surgery.

Please come and see us

National GP Patient Survey

Each year, patients across the country are surveyed about the view of their local GP practice. The areas where Falkland performed above and below the national average this year were:

66% of respondents find it easy to contact this GP practice using their website

National result: 51%

61% of respondents find it easy to contact this GP practice using the NHS App

National result: 49%

75% felt they waited about the right amount of time for their last general practice appointment

National result: 67%

The areas where the practice is lower than the national average are:

21% usually get to see or speak to their preferred healthcare professional when they would like to

National result: 40%

38% were offered a choice of time or day when they last tried to make a general practice appointment

National result: 54%

64% say the healthcare professional they saw or spoke to was good at considering their mental well-being during their last general practice appointment

National result: 74%

Out of 284 surveys sent out, 103 were returned (a completion rate of 36%). This means there is quite a large margin of error in the results for individual Practices. However, we can be 95% confident that the answer on these questions really are above or below the national average (except for the one on whether they waited the right amount of time for their last appointment).

There is lots more information available across a large number of questions and the ability to compare with other practices, at: <https://gp-patient.co.uk/>.

Big Changes in the NHS

You may already have heard, there are big changes going on in the NHS.

- The independent(ish) body running the NHS in England is to be merged into the Department of Health and Social Care
- The Integrated Care Board (ICB), which funds and monitors health services in Buckinghamshire, Oxfordshire and Berkshire West is to be expanded to include the whole of Berkshire.

- The ICB's are having some of their functions taken away and have to cut their costs by 50%

A 10 year plan has been produced. Underlying the 10 year plan is the intention to have three major 'shifts':

- From treating ill health to preventing people getting ill in the first place
- From treatment in hospital to treatment closer to home
- From analogue systems to greater exploitation of digital technology

As we've reported before, the aim is to set up more 'neighbourhood' working.

Although we haven't been asked for our views yet, it's worth starting to think about what an ideal 'neighbourhood' service would look like from the patient's perspective. For instance, are the most important things:

- Joined up services so the ability to have all your issues considered at once, with referral to the most appropriate sources of help (for instance, you might have trouble sleeping, eating issues or stress, but all to do with housing, or financial worries or pressure at work).
- Not having to travel so far for services (such as outpatients at the Community Hospital rather than the Royal Berks)
- Having a single building, or health hub, where you can go to for all your health and social care needs.
- Having better link up between all sources of support (e.g. Royal Berks, district nurses, GPs, voluntary organisations) so you don't end up falling between stools and having to explain the problem over and over again.

If you do have any thoughts on these or any other health issues (in general, not personal health) please feel free to contact: falklandppg@gmail.com.

ICB's Medicines Waste Campaign

The local NHS is running a campaign urging patients to make simple changes to help reduce medicines waste - which is estimated to cost the NHS nationally around £300m each year.

People are being encouraged to check how much prescription medication they have at home before ordering more and checking the expiry date on their medicines. They can also get advice from their GP or pharmacist around prescription medicines.

There are further tips and advice on the [StayWellBOB website](#) which includes six short videos on how to reduce medicine waste.