



**Did you know
that**

Falkland House Surgery

has had its own Facebook page since October 2024, where there is a great deal of helpful health information that is updated regularly?

Type Falkland House Surgery into the search box on the Facebook page and start following us today!

A second basket of goodies was presented to Falkland House Surgery staff during the Spring, to show appreciation for all their hard work for FHS patients



JOIN YOUR PPG!

To support the Surgery and its patients the PPG always needs new members

Join us as an **ACTIVE** member
or

as a **VIRTUAL** member
through an email link

**TO FIND OUT MORE PLEASE
CONTACT**

Margaret Booth

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Nigel Gater

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For further information about the
PPG check us out on the Falkland
House Website

Next meeting:

Thursday 18th September

6.00 -8pm

Falkland House Surgery

Falkland House Surgery

**PATIENT
PARTICIPATION
GROUP**

Newsletter

Summer

2025



Patient Guide 1 is out now
Pick up a copy at the surgery





A Typical GP's day at Falkland House Surgery

07:30 a.m. Arrive at surgery

Read the following:



- Pathology results
- Letters – from hospital etc.
- Deal with changes of medication, or any other tasks which arise from the letters



08:30 – 09:00

- Surgery Phone lines open for urgent calls – triage to assess



09:00 - 12:30

- GPs book their own appointments, which may involve nurses also, and take place during the morning
- Management of blood tests – including sending reminders to patients
- Any messages through ACCURX read and dealt with
- Manage repeat prescription requests



12:30 Home Visits



Continued.....

1:00 Lunch

30 minutes, which includes a clinical meeting

1:30 onwards

- As a.m. including any urgent appointments



Throughout the day



- Responding to queries from surgery staff
- Telephone calls made until 18:30, with tasks coming in via reception



Administration

- Review of patient medication
- Pathology results
- Referrals
- Any private work – DVLA, benefit, health insurance



7:30 p.m. Leave for home



2025 AGM

Zoey Hall, Practice Manager, on behalf of the Doctors thanked the PPG for their continuing dedication and meaningful contributions, during the year in particular:

- The [Gardening Group](#) for their fantastic work enhancing the garden space - providing a welcoming and peaceful spot where staff can relax and recharge during breaks
- The [PPG's work in conducting the October patient survey](#). Gathering feedback directly from patients is incredibly valuable to the surgery
- Developing the [new Patient Guide](#), a great resource for details of all health services available throughout the city
- The [Christmas Quiz Group](#) for organising a fun and engaging quiz for patients and staff whilst also raising funds for charity
- [Volunteering](#) to help at the vaccination clinics

