

**PAVILION SURGERY NEWSLETTER DECEMBER 2023**

**New Phone System August 2023**

We are pleased to confirm that we have installed a new phone system, which has received great feedback. The system provides patients with a number of benefits, including:

* Queue order: Patients are able to know their place in the queue.
* Call back option: Patients are able to choose to have their call returned instead of waiting on hold.
* Priority for patients in receipt of palliative care.

We believe that the new phone system will make it easier for patients to contact us and will improve the overall patient experience.

**New Website December 2023**

We are also excited to announce that we have updated our website. The website will be more user-friendly and will provide patients with easy access to information about our services. It also allows us to monitor use and make adjustments based on the data it provides.

**OTHER UPDATES**

**Primary Care Network (PCN)**

* Pavilion Surgery is a member of the local PCN (Primary Care Network East and Central Brighton. This allows us to share specialist resources such as pharmacists, physiotherapists, and dietitians. The PCN has grown to over 40 staff in 2023 and is integral to much of what we do.

For further information about our PCN, please visit:

https//ecb.pcn.gpweb.org/our-primary-care-network

[East & Central Brighton Primary Care Network (gpweb.org.uk)](https://ecb.pcn.gpweb.org.uk/our-primary-care-network)

**FEDERATION**

* We are also part of the Brighton and Hove federation. The Federation enables us to offer extended appointment times during evenings and weekends. Appointments are a mixture of telephone consultations and face to face appointments held at other local surgeries. Details of the Federation can be found on their website –
* [Brighton and Hove Federation](https://www.brightonandhovefed.co.uk/)

**PPG**

**Introducing the PPG Patient Participation Group**

We are excited to announce the resurrection of Patient Participation Group (PPG) following suspension during the Covid outbreak. This group will provide patients with an opportunity to have a say in how our services are delivered. The aims are as follows:

* To offer opinions in a constructive manner and to put forward ideas on behalf of other patients.
* To improve the provision of health care.
* To improve communication between surgery, patients and the wider community about matters concerning the surgery and health in general.
* To provide assistance in development of new services.
* To encourage a spirit of self help and support amongst patients to improve their health and social care.

We believe that the PPG is a valuable asset to Pavilion Surgery and we encourage all patients to consider joining. If you are interested in participating, please contact our reception team or follow the link on the website.

We hope this newsletter has been informative. Please do not hesitate to contact us if you have any questions.

**On behalf of all the team at Pavilion Surgery, we would like to wish you a very Happy Christmas.**