

Patient Participation Group Spring Newsletter 2026

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Practice News

A new phone system was installed in late 2025 to the general approval of patients and staff. See inside article for more details.

New appointment process based around eConsults has been made active. This has resulted in faster response times from the practice to the patient and an increase in the number of consultations held. More details on next page.

New staff two GP's starting, one in Feb, the other in March. Also a new nurse practitioner and admin staff to handle hospital referrals. This brings us up to our full headcount of staff to handle the increased number of registered patients.

New building Fareham's town centre plan includes the demolition of the current surgery building and replacing it with a modern one almost next door. The new one will have better facilities and more room. No dates have been given so this is some time away.



Fareham Centre Practice

*Late News*Late News*

The PPG has liaised with the council to have the footpath to the practice relaid and made safe.

Guts for Garters

Your guts are more important to your health than previously realised, according to current research.

They influence lots of things from the immune system to mental health.

Give your guts a boost by making some small changes by going "brown". Brown bread, brown rice, brown (wholemeal) pasta. All will provide fibre to keep your gut working well. Don't forget fresh vegetables, fruits and beans of all sorts and your gut (and you) will thrive.

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How to get the most from your practice - Appointments

eConsults are the way to get to a health practitioner.

Preferably eConsults are completed on-line directly by the patient. Where this is too difficult for the patient, assistance can be given by reception either over the phone or in person at the practice. Whichever way the eConsults arrive, they are reviewed and prioritised by a senior doctor and then directed to the relevant member of the team. Don't forget there are eConsult options for reviews of existing conditions as well as for new consultations.

The PPG has interviewed more than 60 patients and most like the new system for its all day availability and quick response from the practice. Dislikes usually arise from the filling in of the eConsult form on-line, even though this provides the most information to the doctor and helps the process run quickly and smoothly.

Under the eConsult system, GPs are processing more consultations every day. This means the time per consultation is being squeezed. The doctors are working very hard to maintain the same quality and safety outcomes as before. This is a situation under review and minor changes are constantly being made to maintain quality.

New Phone system a huge success

After lots of research the new system was chosen, one used by many practices in the area, so proven to work. It's far more flexible and user friendly for practice and patients alike.

OLD	NEW
No callback option	Automatic callback if call cancelled
Intermittent queue place information	Full queue place info plus auto call back
Unable to self cancel appointments	Simple option to cancel an appointment
Rolling 3 months of records	Rolling 5yr Call history
Intermittent call cancelling	Reliable queue system with no call cancelling
No easy access of telephone system information as to call statistics	Full availability of all call information
Average wait time (2025) – 26min	Average wait time (Dec-Feb) – 13 mins
No automation between tel system and medical/admin records	Full inter-operability with all Practice IT systems

In summary, this has been a giant leap forward, delivering all the flexibility and information the Practice needs and halving average wait times for patients.

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Women's Health – Part 1

Dr. Corrin Phillips

...let's talk about sex...

Women's health isn't just about sex, but often includes sensitive discussion about it.

Several of the Centre Practice GPs and Nurse practitioners are skilled in women's health issues.

Through their adult life, most women will experience medical issues relating to being female.

Cervical screening We remind women to get their cervical screening tests when called – with the proven aim of prevention of cervical cancer.

Contraception We can advise on and prescribe contraception – including Implant fitting and removal, coil fitting and removal, pills, patches and injectable contraception.

Once a woman is ready to start a family we can advise on health for conception and investigation when conception is delayed.

In pregnancy If a woman is pregnant their antenatal care is coordinated by maternity services in the community and in hospital.

Skin problems Genital skin problems are remarkably common and can be very uncomfortable for a woman – our team can assess and help patients manage these issues (control not cure is often the way with skin problems).

Periods Periods can cause problems for some women – pain, heavy bleeding, unpredictable cycle, unexpected bleeding. Our team can assess menstrual problems and help manage these or organise onward referral.

If you have any problems or worries, please contact the practice.

Women's health Part 2 follows on the next page.

Who are the PPG?

What is it? A group of patients from the surgery who meet with members of the surgery staff 4 times a year (sometimes more if there are specific issues).

What is its role? We represent the patients and act as a bridge between the surgery staff and patients. In our meetings we bring up patients' views and concerns to the staff. In turn they express their concerns and problems. Between us we discuss how to resolve the various issues.

Who can join? Any patient registered at the surgery. If you are interested in being a part of the PPG, just ask at the reception desk.

Members of the PPG have been visiting the surgery and talking to the patients to hear their views especially with regard to the new appointment system. We have had some extra meetings to try and iron out any difficulties.

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Women's health Part 2

Dr Corrin Phillips

Menopause is inevitable for every woman and can be a complex phase of life in the transition to non child bearing. Menopause affects every woman slightly differently so there is no one right way of managing this phase of life. A menopause consultation is a holistic assessment.

Breast screening Once a woman reaches 50 the NHS offers breast screening. All adult women should routinely check their own breasts and be alert to changes. Our team can make an assessment if a woman finds a lump or a skin change of concern.

More commonly affecting older women Older women may experience symptoms relating to low oestrogen impacting their genital skin and some develop prolapse. Our team can assess and manage prolapse with ring pessary fitting. We may also suggest oestrogen cream. Some women may need referral for surgical treatment.

Sexual Health Services are available as a confidential service for all women and operate separately from the GP service. Follow the link below for more information.

www.letstalkaboutit.nhs.uk.

Sexual health services can advise on contraception, sexually transmitted infection, psychosexual problems, and unplanned pregnancy.

Health Alert!

Scabies

There has been a recent increase in the number of Scabies cases seen by the practice. This article may help you identify and avoid this unpleasant infection.

Scabies is an intensely itchy skin condition caused by an infestation of mites that burrow into the skin and lay their eggs. It has become more common especially in university halls of residence where lots of people are living closely together, and now in the general population. Red spots or pimple like bumps appear on the skin. It is very contagious and is spread by direct skin-to-skin contact and through sharing bedding, towels and clothing. The mites can be on furniture as they can survive away from the human body for 48-72 hours. It will not go away by itself but needs to be dealt with early to prevent it spreading. It can be treated by prescription creams. Also all bedding, towels and clothes must be washed at least at 60 degrees and dried at a high temperature to kill the mites.

If you think you may be infected, contact the surgery as soon as possible.