

The Galletly Patient Participation Group Newsletter

Spring 2026

Issue 7



Helping to get the message out

Introducing the Galletly Patient Participation Group

Did you know that nearly all GP Practices have a Patient Participation Group (PPG). This provides an opportunity for patients registered at the practice to get involved with the way services are provided. Either by joining or giving feedback to the PPG by email to galletlyppg@gmail.com (We are fortunate that we are supported by the Partners and team at the practice)

The aims of our Group are:

- To improve communication between the practice and the patients.
- To exchange information and ideas.
- To discuss recent or future developments which involve the practice and its patients.
- To consider patients concerns, comments or suggestions about the quality of the service provided and what improvements can be made.

As mentioned previously all patients registered with the practice are eligible to join the Patient Participation Group. If you are enthusiastic about the surgery and have a few hours to spare each quarter, please think about becoming a member of our PPG. You can contact us by email galletlyppg@gmail.com We are a friendly bunch all committed to improving services and helping patients and the practice wherever we can.

In September we said farewell to Chris who had Chaired the PPG for around 2 years. She worked tirelessly, developing the role of the PPG, always promoting the Galletly and helping the group achieve so much. We all thank Chris for giving her time so generously and we wish you well.

In November John Humphries was elected as the new PPG Chair. He has been a PPG member for several years and has lots of very useful experience from a life in industry and previously being the Chair of a Patient Panel at Peterborough City Hospital. We look forward to working together.

We currently have 10 other members: Sue Hills (Secretary), Roy McKinney (Treasurer), Linda Harris (Communications), Anne Gibson, Julian Gray, Christine Griffiths, Brenda Savage, Glyn Scarth, Mike Scarth

The group are all volunteers who would like to see new members joining us. That address again is galletlyppg@gmail.com You can also leave a message at reception with your details, and John, or a member of the team, will contact you.

You can also email John and the team with any Idea's, compliments or concerns you may have. That address again is galletlyppg@gmail.com

Achievements in 2025

- With the money donated by a very supportive local family the bench in front of the surgery was purchased and installed
- Reviewed and updated the many pages of the practices Activity booklet for the Health and Wellbeing Coach
- Hosted a Breast Cancer Awareness Day in October
- Maintained the PPG notice boards monthly with relevant health support documentation
- Donated £500 towards the purchase of the defibrillator for the exterior of the Practice.



Dr Gregor accepting donation cheque from the PPG.

You may be unaware that these donations are from the patients. (we are most grateful for the support) We have a very successful preowned Books DVD and CD room opposite the Pharmacy in the Practice. This is operated by Mike and Glyn Scarth. All donations are welcome. If you have any unwanted Books/CDs/DVDs please leave them in the room and Mike and Glyn will work their magic.

Achievements so far in 2026

- Agreed to support Amy, our Health and Wellbeing Coach with the purchase of Resistance Bands for use of her group of patients. (from the sale of books)

Lincolnshire Talking Therapies

Lincolnshire Talking Therapies (LTT) is the NHS Talking Therapies provider for the county, offering support for people experiencing common mental health difficulties such as anxiety and depression. With nine community-based sites across Lincolnshire, the service delivers a wide range of NICE-recommended psychological therapies for individuals with mild to severe presentations.

The team supports people with conditions including depression, generalised anxiety disorder (GAD), OCD, phobias, panic disorder, PTSD and social anxiety. Treatment is delivered using the stepped-care model, ensuring people receive the least intrusive and most effective intervention first ranging from guided self-help and courses to one-to-one therapy delivered face-to-face, by phone or online.

Referrals can be made by health professionals or through quick and easy self-referral via the service's website. The multidisciplinary team includes Psychological Wellbeing Practitioners, Counsellors, CBT Therapists, Interpersonal Therapists, Employment Advisors and an experienced administrative and management team.

To make the most of therapy, service users are encouraged to commit to regular sessions, engage in self-management and be open to working through emotional challenges as part of their recovery journey.

Find out more at www.LincolnshireTalkingTherapies.nhs.uk

This month's Practice team member introduction

In each newsletter we like to introduce a member of the practice team to patients. In this issue the focus is on

Julie Sherwin, Receptionist

When did you decide to become a receptionist and why?

I started February 2011 !

My son was born very premature and both he and I received such amazing care for the first fragile months of his life . I vowed that I would one day “ give back “ to the NHS . When I was ready to return to work after having my 2 children I had no medical qualifications, but a strong customer service background, so a patient services / administration role fitted my skills.

Where did you work before the Galletly Practice?

I was a John Lewis retail management graduate (a bit like an apprenticeship today) .

I was a branch manager at Norwich and Peterborough building society and then went to work at their head office in Lynchwood as a mortgage underwriter.

What are the best and worst aspects of your job?

Best - working with a fabulous team of people who strive every single minute of every day to do their best to help .

Worst - being seen as the barrier between the public and Gp, when really you are trying to ensure fair access to services for all .

Do you find the job more stressful now than five years ago

Yes – the amount of patients we deal with and the demand for service is greater than ever. Bourne is a rapidly growing town.

When you aren't working what do you do to relax?

I like to spend time with family and friends and I enjoy travel .

When you eventually retire, what would you like to do with your time?

More travel, reading more novels and enjoying family time.

The date of our next PPG Meeting is **Tuesday, 24th February 2026**. If you have any concerns or questions that you would like answered please email them to **galletlyppg@gmail.com**.

IMPORTANT INFORMATION

Useful numbers

Bourne Galletly Practice	01778 562200
Boots Chemist , Bourne	01778 422007
Tesco, Bourne	0121 519 8602
Well Pharmacy, Bourne	01778 422771
Don't Lose Hope, Bourne	01778 420762
(please note, this is <u>not</u> an emergency number)	
Age Uk	03455 564 144
Samaritans	116 123
MIND	0300 123 3393
Suicide Prevention UK	0800 689 5652

Would you like to stay in touch with your practice?

We are looking at setting up an online forum group to improve two-way communication. If you are interested and would like more information, please email us at galletlyppg@gmail.com

MAMMOGRAMS

Did you know that after the age of 70 women have to personally request a mammogram from their local clinic.

You do not get an automatic reminder.

The Galletly Practice supports breast screening so please request your screening from your local clinic if you are over 70 and think you may have been forgotten by the system.

Peterborough Breast Clinic -

(01733) 673068/9

Opening hours

Phone: [01778 562200](tel:01778562200)

The Galletly Practice opening hours are as follows:

Monday to Friday from

8:00am until 6:30pm

Clinical appointments are offered

between

8:30am until 12.40pm

and again between

2:00pm and 5:50pm

Extended Access appointments are offered

Monday to Thursday between **6:30pm**

and 7:45pm and on Saturday between

9:00am and 11:45am

(pre-booked appointments only)

If you can, please use the NHS app to book appointments or fill in the form on the Practice website. The Surgery will help if you are not online

IF YOU CAN'T MAKE YOUR APPOINTMENT FOR WHATEVER REASON, PLEASE LET THE SURGERY KNOW AS SOON AS POSSIBLE SO THAT SOMEONE ELSE CAN USE IT.

THANKYOU