

Arthington Medical Centre – Patient Newsletter

Your Feedback Matters – and Here's What We're Doing About It

Thank you to all patients who recently shared their thoughts through our feedback surveys. Your feedback helps shape and improve the care we provide.

You told us:

- Some appointments involved longer-than-expected waiting times.
- You want to know more about our Patient Participation Group (PPG).
- You'd like clearer information about the full range of services we offer.

What's Changed – And Why

Improved Appointment Waiting Times

We now actively monitor all clinics to ensure patients are seen on time. Most appointments are running punctually; however, emergencies can cause occasional delays. We will always keep you informed if this happens.

Understanding the Patient Participation Group (PPG)

What is a PPG? / Who is involved?

- A group of volunteer patients and staff working together to improve the overall patient experience at the practice.
- Who is involved? Volunteer patients, the Practice Manager, and one or more GPs.

What does a PPG do? / How to join

- PPGs meet regularly to discuss services, explore improvements, support communication, and review patient feedback.
- How to join: Contact the practice or visit the website – [Homepage - Arthington Medical Centre](#)

Services We Offer

The practice offers a full range of services. Further information is available on our website, in the reception waiting area, or from our Care Navigation team. Below is a list of some of the services we provide:

- Pharmacy First, Practice Nurse, Forward Leeds, Community Urgent Eyecare Service, Social Prescribing,
- Mental Health Support, First Contact Physiotherapy, GetUBetter MSK app

Shorter Phone Waiting Times

Since introducing the PATCHS online consultation system, phone lines have become less busy. This helps vulnerable patients who rely on the phone get through more quickly. If you're able to use PATCHS, please continue to do so to help us keep phone lines open for those who need them most.

Have Your Say – Open Feedback Forum

We're hosting an open feedback forum from 19th January 2026 to 9th February 2026. Please email your suggestions to arthington.medical@nhs.net. While we cannot reply individually, all feedback will be reviewed.

Thank you for helping us improve our services.

The Arthington Medical Centre Team