

# PATIENT VOICE

The newsletter of the

**Friends of Hackness Road Surgery Patient Participation Group (PPG)**

## **Issue 6 Autumn 2025**

**A word from our Editor:** Autumn has arrived with some rain at last - which is very welcome to the gardeners among us. This edition of Patient Voice has some new people to introduce to you (please see within).

Don't forget that you can contact us if you have any news that you wish to see in this Newsletter – just email our chair on [friendshrs.chair@gmail.com](mailto:friendshrs.chair@gmail.com). Sue, Editor, PATIENT VOICE.

### **The new Practice Manager at Hackness Road**

Collette O'Connor has now been confirmed in the role of Practice Manager for Hackness Road Surgery. The Friends are delighted to welcome her into the post. We also welcome Melissa Taylor, who has been confirmed as Assistant Practice Manager.

### **Meet Collette O'Connor, Practice Manager**

Most people think of me as a Practice Manager first and foremost because that is how they see me every day, but that is a small part of who I am. This is an opportunity to share some of the different roles I play on a daily basis.

Each day I am juggling projects, life is busy but it is also exciting, rewarding and completely mine and through it all I am learning, growing and embracing every part of my world.

*Who am I.....*

I am your Practice Manager

I am a mum to two young boys

I am a crafter (I love to make things like Christmas decorations)

I am a carer too for my eldest son

I am a good friend who loves to socialise

I am a lover of the great outdoors (I enjoy long walks along our beautiful coastline)

I am an animal lover (I own a golden retriever and have a passion for horse riding)

I am a reader (I relax with a good novel)

I have a strong passion for home design

I am a lover of aviation and travel, I used to be a Manager for British Airways

### **Meet Melissa Taylor, Assistant Practice Manager**

Since joining the Hackness Road team in 2016, I've had the pleasure of working across the practice—starting on reception and growing into my current role as assistant manager. One of the best parts of my job is getting to know our wonderful patients and helping everything run smoothly behind the scenes.

Outside of work, I'm a big fan of travel and love discovering new places whenever I can. Next stop: Venice this October—and I can't wait!

### **Chair of the Friends of Hackness Road Surgery PPG**

After 3 years as Chair of the Friends Patient Participation Group we are sorry to announce that Gill Furze has stepped down in order to have more free time. Gill will continue to

be a member of the Friends Group, and will support our new chair wherever she can.

We are delighted to announce that Juliet Harper has been voted in as the new Chair of the Friends of Hackness Road Surgery PPG. Juliet has been an active member of the Group and we all look forward to working with her to take the Friends Group forward.

### **Meet Juliet Harper, New Chair of the Friends Group**



Hello to you all. My name is Juliet Harper and I am proud to be the new Chair of the Hackness Road Surgery Patient Participation Group (PPG). Having lived and worked away for the last thirty years, it's great to be back home, closer to friends, family and the beach.

I love nothing better than a long walk on the beach with my dog.

In my new role as Chair, I intend to continue the great work Hackness Road Surgery PPG does to promote co-operation and communication between patients and practice. By doing this, we can contribute to the continuous improvement of our practice services. Thank you.

### **Winter Vaccination Programme**

Hackness Road Surgery has contacted those eligible for a flu vaccination via text message. If you have received this then please do book your vaccination, either via the link in the message or at reception.

## **Bake Sale for the Royal British Legion**

We are pleased to report that the Bake sale for the Royal British Legion raised a staggering amount of £300.00, Thank you to everyone who contributed cakes or bought them.



## **Skip the wait on the phone ...**

Don't forget that you can contact the surgery online or via the NHS App about medical, administrative or prescription issues. You will just need to answer a few short questions and the practice staff will get back to you within 2 working days (not including weekends or public holidays).

## **The Friends of Hackness Road Surgery NEEDS YOU!**

The **Friends of Hackness Road Surgery Patient Participation Group (PPG)** provides a forum for patients to work with practice staff to help improve services. We meet as a group with staff four times a year, and contact each other and the staff via email whenever we need to.

**We need new members**, so if you are interested in joining us please get in touch - contact Juliet Harper on [friendshrs.chair@gmail.com](mailto:friendshrs.chair@gmail.com) There are joining forms at the surgery – please ask reception staff if there are none left in the waiting room.

If you are unable to attend meetings then there is an option to become a member of the Virtual Friends. You would still be able to comment on decisions made within the practice, but you would do this by email. Please get in touch with Juliet via the email above.