



Cygnet PCN PPG Newsletter

Summer 2026

Welcome to the Summer 2026 edition of the Cygnet PCN PPG Newsletter.

This issue features the first in our new *Practitioner's Corner* series, where we meet members of the practice team and learn more about the important roles they play in supporting patients. We begin with Lynsey Tilbury-Daly, Receptionist at Hazlemere Surgery.

Practitioners Corner

Lynsey Tilbury-Daly—Receptionist, Hazlemere Surgery

How long have you been a surgery receptionist?

I have worked at Hazlemere Surgery for almost four years now. I did not have experience of this type of work when I started.

What sort of training do you have for your role?

The training has formal and informal aspects. Receptionists are required to take an on-line course called Blue Stream and participate in Protected Learning Time (PLT) sessions. These are sessions attended by all surgery staff from the five surgeries of our Primary Care Network (PCN). I enjoy them because, apart from keeping us all up to date with current medical guidelines, it allows networking and teambuilding with all of the other staff. Obviously, when I started as a receptionist I was also learning on the job from the other more experienced receptionists.

What are the duties you have to attend to on a typical working day?

I answer the phone and organise appointments for the patients as well as follow up appointments requested by our various clinical practitioners. I must always ask for a brief description of a patient's problem, as the surgery offers a number of specialities. It is important that the patient has an appointment with the best person. An on-line triage system is available for patients to use which is much more detailed but for patients who are not confident with this I can help by filling in the form for them while they are on the phone. The information is then assessed by the GP. Occasionally I am asked to act as a chaperone for patients.





What is the part of your job you enjoy the most?

I enjoy helping people, listening to others and solving their problems where I can, with compassion. Sometimes there are frustrations because of lack of appointments and waiting times but the technology we are using is very up to date and moving forwards all the time. The job is extremely rewarding, especially when you solve a problem which someone has been struggling with for a long time. That is a good day.

PPG Update

The PPG continues to meet regularly to discuss issues affecting patients across Cygnet PCN, including access to appointments, communication and patient experience. We are always keen to hear patients' views and ensure feedback is shared with practices. Thank you to everyone who has taken the time to speak with us and contribute ideas.

Did You Know?

- ✓ Community pharmacists can help with a range of common conditions without the need for a GP appointment.
- ✓ The NHS App can be used to order repeat prescriptions and view test results.
- ✓ Many appointment requests can now be submitted through the practice's online triage system.

Interested in joining the PPG?

Interested in helping improve local health services? The Patient Participation Group welcomes patients from all backgrounds and experiences. You can be involved as much or as little as suits you. To find out more, please speak to your surgery reception team or email admin@cygnetpcnbucks.com.

