

Patient Participation Group Newsletter.

Winter 2017 Edition.



Chairman's Welcome. Welcome to the winter edition of the patient Participation group (PPG) Newsletter. Whilst I have been the editor of the Newsletter since its inception this is my first as the Chairman of the group. I was recently appointed to the post following the decision to stand down by the former chair Mr John Todd. John had been suffering some health issues that had prevented him from attending meetings, but I am pleased to report that he is now in good health again. Pleasingly John has agreed to stay on the PPG as a member. I would like to pay a tribute to John who has led the group since its inception over 7 years ago. His leadership and contribution has enabled the group to forge a very positive relationship with the Partners and staff within the Practice. Over the years in his role he has established a strong group of members who have undertaken valuable work to ensure that patients are engaged in the developments of the Practice in a number of areas. This relationship enables the group to be a critical friend to the Practice so that we are able to professionally express our views on matters that affect patients on a daily basis and submit suggestions for possible change. Thank you John.

May I introduce myself? My name is Mick Gregory, and I have been the Vice Chairman of the PPG for a number of years. I was appointed Chairman at the November meeting and will hold this position until the AGM in March, when annually the positions of Chair, Vice Chair and Secretary are elected to. I have been a patient of the Practice all of my life, and worked in the NHS as a front line health provider for the last 40 years of my working life. This gives me a very balanced view of the challenges that affect the NHS and in particular primary care i.e. services provided by or through your GP. I look forward to working as the Chair of the PPG and building on the strong and positive relationship we have with the Practice. As always as a PPG we are happy to hear your views on any matters of general interest (please note we are NOT able to deal with matters concerning an individual's treatment. These must be referred through to the Practice).

In the articles below we explain some of the issues we have been working on since our last Newsletter.

Mick Gregory (Chairman).

Patient Satisfaction Survey. Thank you to all of the patients who completed a questionnaire either on line or as it was handed to you by one of the PPG committee members during the survey week in September. Members of the group attended all 3 of the practice surgeries over a 5 day period and spent the time talking to patients, explaining about the work of the PPG and asking patients if they would complete a short questionnaire. Patients were very positive and almost 500 were completed. This information has now been analysed and presented to the Practice. The outcome is very pleasing and shows that in the main patients are happy with the service that is being provided. As an example 90% of patients reported that reception staff were polite and courteous, both on the phone

and at the reception desk. Almost 90% reported that they were satisfied with the care they received at the surgery. However 25% of patients reported difficulty in getting through on the phone. This survey was a very worthwhile exercise to undertake; the full report is being prepared and will be available on the Practice website in the coming months.

I'm Not Feeling Well What Should I Do. A project group within the PPG has been looking at the question. Following discussions with some patients it became clear that there was some uncertainty about what a patient can come to see their GP with, and worryingly unawareness about how to contact a GP when the surgery is closed, what the 111 telephone service is for, what the Urgent Care Centre can provide, when to go to the emergency department and when to call 999. The project group have looked at all of these questions and have spent many hours searching through literature and other media and looking at ways to improve the awareness for patients. A simple booklet has been written, at present in draft form, and has been tested out on members to ensure clarity and understanding. It will explain about self-care, what a pharmacy can do to help you, what 111 is for and when you should go to the emergency department or call 999.

Caring for the Carer. A project group of the PPG are currently researching the help and support that is available to carers. In Leicestershire there are over 70,000 known carers who provide care for a family member or friend. Many of these people need help and support in a number of different ways for themselves but often don't know what is available, what they are entitled to and how to access it. The group are working in close partnership with the Practice who are keen to ensure that carers are registered as such on the practice records to ensure that they are known to their GP when they are seen. This is a very important piece of work and we are hoping that it will reach its conclusion in the early new year.

Other information

- **The NHS as a whole is very busy especially over winter, please use the services wisely and if you are unsure which service you want and it is not an emergency call 111 where you will get professional advice on what to do.**
- **If you have an appointment to see your GP and know longer need it or you cannot attend, please ensure you cancel it to free the time for another patient.**
- **Antibiotics are a very valuable medicine, but will not treat all illnesses. If you don't need them your GP will not prescribe them. Always follow your GP's advice**

Practice News

- **Please include a welcome to Nan Jin joining us as a Partner and Dr Sole Garcia who will be joining us for 3-6 months on placement from the Urgent Care Centre.**