

## **Patient Participation Group Newsletter - No.1 - 2016**

### **Chairman's Chat**

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Welcome to our latest Patients' Participation Group (PPG) newsletter for all patients in the Charnwood Community Medical Group.....over twelve thousand of us!

Much has been going on during the past six years that you may have read about in our Annual Reports but in future we are going to try to add to that with a quarterly newsletter of interesting news from the PPG. It is not easy to keep in touch with so many of you in the Practice, so we hope this will help to do that. Tell us what you think about it please.

Dr Hanlon, the Practice senior partner, has kindly agreed to tell us a bit about his 'life in the surgery' at the PPG Annual General Meeting on Thursday 10 March in Rosebery medical centre. We start at 5pm and aim to finish by 6.30pm, with an agenda that also includes a small number of interesting business items. Feel very welcome to come along and meet us... and hear Dr Hanlon's fascinating tales!

John Todd

PPG Chairman Tel: 01509 215150 (Mon-Sat)

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### **PPG - A new members perspective by Alison Atkins**

Early in 2015, I was fortunate to attend an 'Emergency Awareness' session at Rosebery Medical Centre that had been arranged by the Charnwood Community Medical Group PPG.

Shortly after the extremely informative evening, I registered my interest in joining the PPG as I understood it as an opportunity for me to act as a link between the opinions of the patient and the practice.

Meeting on a monthly basis allows the group of volunteer patients together with a representative of the Charnwood Community Medical Group to discuss the services that are on offer together with how improvements can be made for the benefit of patients and the practice.

I thoroughly enjoy my involvement and together with the other members strive to put the patient and improving health at the heart of everything it does.

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## Our PPG Why are we here, what do we do, what is our purpose?

1. To support and build a two-way relationship between patients and the practice.
2. To advise on the developments and the continual improvement of the practice.
3. To seek out and listen to the views of patients, carers and staff, especially those individuals and groups whose voices are not usually heard.
4. To raise issues for consideration
5. Very importantly, we work in smaller groups on specific projects. One of our projects this year is Social Prescribing

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## Social Prescribing



This is an initiative which has been piloted elsewhere in the UK. We have just finished a 6 months pilot funded by our local Clinical Commissioning Group (CCG). Some patients see their GP frequently because, apart from their ill health, they have other non-medical needs which often make them feel isolated.

Social prescribing is a means of enabling GP's to refer patients to the PPGs trained social prescribing team, if a social need has been identified and contact with the team would be of benefit. The trained PPG team can suggest where support can

be found. This may be from a range of local, non-clinical services, often provided by the voluntary and community sector. Its aim is to promote well-being in the community.

This project continues with the hard work and commitment of a small group of volunteer PPG members together with a full time worker. If you feel you would like to volunteer to support this group, we would love to hear from you. Please contact John Todd PPG Chairman Tel: 01509 215150 (Mon-Sat)

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## Patient Participation Group – Vacancy

The Charnwood Community Medical Groups' PPG is delighted to announce that a vacancy for a new member has arisen.

PPG's have a very important role to play in helping to give patients a say in the way that services are delivered and providing the communication between the practice and the

patients. Working closely with the Practice, PPG's help to ensure that the patient's views, and suggestions are heard.

If you have an interest in Primary Care and are keen to bring a sense of partnership between the practice and the patients, the PPG would like to hear from you. For an informal chat please speak to our Chairman Mr John Todd on 01509 215150 (Mon-Sat)

## The 2015 PPG Patients Survey

In June of 2015 the PPG undertook its first patient's survey. The purpose of the survey was to obtain the views of patients relating to how satisfied they are with the practice and the service and care it provides. To undertake this work a team of PPG members attended all 3 of the practice medical centres over a 5 day period. Speaking to patients about the survey they asked if they would be happy to fill out anonymously a questionnaire that had been developed. The questionnaire was also available on line on the practice website.

The response from patients was very encouraging, and we would like to take this opportunity to thank all of those patients who took part. We would also like to say a big thank you to all of the staff at the 3 medical centres for the help and support they provided to our members.

All of the information from the survey has been analysed and shared with the medical and non-medical staff within the practice. The survey did identify some areas where improvements could be made by both the practice and the PPG. It did however show a high degree of satisfaction from patients about the care and service provided. To ensure that learning from the survey continues, an action plan has been developed and is reviewed at the PPG monthly meetings. You can read the survey results by [clicking here](#)

## Other Areas Of Work Undertaken Recently

The PPG has recently been involved in other areas of work with the practice these are:

1. A review of all the standardised letters sent out by GP's to ensure they are in a standard format and easily understandable.
2. Reviewed with the practice the appointments system.
3. Undertook a project looking at ease of access to the 3 Medical Centres and access within the building. A useful booklet was produced giving details of bus routes and taxi companies and are available in all medical centres. Pick up your copy at reception.