

Patient Participation Group Newsletter - No.2 - June 2016



Chairman's Chat

Welcome to our second PPG Newsletter, part of our effort to try and keep patients in the Practice informed of our PPG work and current news. There are now over thirteen thousand patients registered with the Practice!

I hope you have read our annual PPG report for 2015....laminated copies are in all the waiting areas of the three medical centres, and you can also access this on the Practice web site or by [clicking here](#).

The PPG remains busy in its monthly meetings...now 20 members...and about to launch two or three new research projects for small teams to work on and help the Partners to continue to deliver the high quality of service for every patient. Let me know if you would like to go on our waiting list to become a PPG member.

John Todd

PPG Chairman Tel: 01509 215150 (Mon-Sat)

National recognition of the Groups work

The National Institute for Health Research (NIHR) in conjunction with the National Association for Patient Participation (NAPP) approached GP practices across the country seeking nominations for a national award for PPG's who had been involved in a research project.

Because of the work that our PPG had completed on the "But I can't manage this" project which looked at how patients and their carers who suffered with long term conditions managed, the Practice nominated us for the award.

It is pleasing to report that we were awarded second place. A presentation event was held earlier this year and a certificate and cheque for £100 was presented to the group by Dr Patricia Wilkie OBE, President and Chair of N.A.P.P. Also present at the event was Dr Roger Steel from NIHR, and on behalf of the Practice, Dr Hanlon Senior partner and Paul

Hanlon Business Manager. A short video interview took place and this involving members of the group explaining the project and its outcomes, and along with a photo, can be found by [clicking here](#).

At a later meeting of the PPG the decision was made to donate the £100 prize money to the Rainbows Children's Hospice.

The group's thanks go to the Practice for nominating us for the award, and also to all the patients who completed questionnaires relating to the research project, the report of which was published last year and can be found on the Practice website.

North Charnwood PPG Locality Forum

This is a relatively new group and consists of members from all of the groups from GP practices in Loughborough and Shepshed.

The group, on which we have 3 members, was formed in response to the formation of the North Charnwood GP Federation. The federation is the group of GP practices across Loughborough and Shepshed who are working more collaboratively together to help to shape improved primary care, share some resources and to help to bring about improved services by bringing some aspects from the acute sector back into the community.

The purpose of the new forum is to enable all of the groups to meet and share best practice and ideas, but importantly to ensure that the patient's experience in relation to primary care is heard.

Social Prescribing



The PPG Social Prescribing sessions continue to be successful and can be accessed via a GP referral.

Social Prescribing is a wide range of non-medical services in your community which focuses on patients managing their own health and wellbeing, reducing isolation and helping develop community cohesion. Sessions are run on a Friday morning every fortnight. If you would like more information please speak with a member of staff at your practice.

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)

Kidney Event



Kidneys are meant to last a lifetime, give them a hand!



A health promotion event, titled “*Kidneys more than wee organs*” was held recently at Loughborough Town Hall. This was organised by the newly formed locality

forum with a large support from our PPG. The event was led by clinicians and support staff from the Leicester General Renal Unit. It was well attended and informative. Feedback showed that future health promotion events would be welcomed. More news in future Newsletters around developments in this area.

Practice News - Staff update

We would like to say farewell to Kathleen Cowley, who has been our Phlebotomist at all 3 Practices for over 10 years. Kathleen retired this month and we wish her a long, happy and healthy retirement. She will be missed by patients and staff.

We would like to welcome our new HCA Becky Jackson who has joined us this month. Becky brings with her 10 years HCA experience and has worked in General Practice for over 20 years.

Other items to report

Members of the group continue to attend the Clinical Commissioning Groups PPG network meetings. These are important meetings, as we get to hear about the plans for primary care within our area, and it gives an opportunity to feedback our views and any other comments made to us by patients.

Members of the group are actively engaged as patient and public experience representatives at health service meetings across Leicestershire.

Our monthly meetings continue to be well attended by the 20 patients who are part of the group.

Some of the members have been engaged with the National Institute for Health Research on a project to develop an education programme to help to support patients with 2 or more long term conditions. We were able to give valuable insight into the development looking at it from a patient's point of view. It is likely that further engagement will follow, and we will keep you informed on this.

The group are currently looking at future research projects and other projects that will engage with the patients within the practice. Such projects will enable us to fully express the patients view point on current and future service delivery.

We are always keen to hear from patients about any observations they have, both positive and negative, that will enable us to talk to the Partners in the Practice to see if improvements can take place. However, we are obviously not able to deal with personal medical issues.. These should be addressed directly to the Practice. If you have any comments or suggestions please feel free to contact our Chairman, John Todd, on 01509 215150 (Mon-Sat).

Extraordinary General Meeting - Thursday 8 September.

The PPG has agreed to make a small amendment to the Constitution and the term of office of our 3 officers. There is currently no specified maximum time for any officer to serve, and it is proposed this should be three years.

An Extraordinary General Meeting will follow our normal PPG business meeting on Thursday 8 September to formally adopt this change to the present Constitution. Any patient is welcome to attend the meeting.