

Patients' Participation Group - Annual Report for 2015

In 2015 the Patients' Participation Group (PPG) moved through its sixth year, twenty of us representing the interests of 12,300 registered with the Charnwood Community Medical Group in Loughborough. A year in which there have been seventy thousand consultation appointments with medical staff in the Outwoods, Forest Edge and Rosebery medical centres, big pressures on the primary care system in the country, and a National Health Service trying to deliver services with strained financial resources.

The PPG has continued, aiming to be an **Active**, **Busy** and **Committed** group working for and on behalf of patients and supporting the medical group Partners.

Key features of PPG activity in 2015...

- **Members of PPG** have met ten times in the year, with a full ninety-minute agenda each time. *Practice News* from Paul Hanlon, the Medical Group Business Manager, keeps us well informed of issues and matters from the Practice; his involvement and commitment to the PPG is still very much appreciated.
- To coincide with national PPG awareness week, 1-5 June, we conducted our first **Patients Experience Survey**. Equipped with questionnaires, over five days that week eight PPG members visited the three medical centres. 406 questionnaires were kindly completed by patients, and put eventually through a detailed analysis. Consequently, action plans for the Partners and the PPG have been produced and subject to regular scrutiny on progress. Big thanks to all patients who took part.
- Officers of the PPG regularly attended the quarterly Network meetings of PPG representatives from the 50 Medical Practices in the **West Leicestershire Clinical Commissioning Group**. (WLCCG). Valuable for information on the local NHS scene managed by the WLCCG, and discussing experiences with other PPGs.
- At our monthly meetings we have been **kept informed** on medical issues, and enjoyed the presentations of Dr Hanlon, Dr Williams, Rick Moore, (*Leicestershire Healthwatch*), Adrian Healey (*East Midlands Ambulance Service*), Stephen Frew (*Dementia 'Friends'*). We heard more about *Rainbows* children's hospice in a presentation by Dr Hale (deputy medical director) and David Donegani (father of two children attending *Rainbows*).
- We hosted a Health Promotion evening in June, (*Looking after your kidneys*) presented by a medical team from the Renal Unit at Leicester General Hospital. An excellent evening...but very poorly attended. A consolation! – a patient from another Practice...*it saved my life!*

Key features of other PPG projects in 2015....

The PPG remains busy on **project team** work.

- A project team examined and reviewed the Practice's standard **Letters and Correspondence Documents** sent to patients, examining all the documentation for clarity and understanding of content.

- The **Appointments System** has been examined again by the PPG and the doctors, resulting in improvements to the telephone system and allocation of appointments. A new guide is available. No more 0844 telephone numbers....now 01509 324115 for all services!
- We took on **Social Prescribing** this year as a pilot scheme for the West Leicestershire Clinical Commissioning Group. It involves a trained PPG project team running weekly clinics to advise patients referred to them by a GP. The object is to give guidance and explore help for social needs from non-medical services to improve their health and wellbeing. *Social Prescribing* has the potential for reducing visits to the doctor.
- With a constitution maximum of 20 members in the PPG there are vacancies from time to time. To inform prospective and new members about the PPG, a project team completed an informative **Welcome Pack**. A good picture of 'who and what' we are ...and the PPG's aims and objectives.

Key features of PPG Commitments ...

We move into our seventh year in the Medical Group looking to the future.

- We want to improve our contacts with all registered patients....over twelve thousand. Not an easy task. So there will be a quarterly **PPG Newsletter** produced and sent to all whose email addresses are known to the Practice. Paper copies will be available at medical Centres.
- Many of you made very helpful comments on the Patients' Survey questionnaire in June 2015. We commit ourselves to ensuring that those and the recommendations of the various project teams are **examined for action progress** at each of our meetings.
- There are seven PPGs in Loughborough and Shepshed linked to GP Practices in the North Charnwood Federation of GPs. We believe there is big value in PPGs supporting each other, sharing experiences and organising health promotion events together. Consequently, in 2015 a **Locality Forum** of PPGs in this area was established with these objectives.

The Patient Participation Group's role is to represent your views and patients' opinions, actively working in partnership with the Partners at the Charnwood Community Medical Group. Their support and cooperation, together with the help of all other staff, we are sincerely grateful for. If you have any questions about the PPG or this 2015 Annual Report feel free to call me, Monday to Friday, telephone 01509 215150....or leave a note at your medical centre.

John Todd
Chairman – Patients' Participation Group
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