

## Patients' Participation Group - Annual Report for 2016

It's the end of another year...2016, a year of celebration and challenge....for the Patient Participation Group (PPG) and the Practice - your Charnwood Community Medical Group. The PPG in this our seventh year received a national award and the Practice faced an inspection by the *Care Quality Commission*, in a time of continued financial pressure on Primary care in the National Health Service.

12,000 patients are now registered with the Practice, with the Practice offering over 40,000 GP consultation appointments in 2016 at the Outwoods, Forest Edge and Rosebery medical centres. Aiming to represent the interests of all patients and retain the efficient delivery of their care remains as the PPGs objectives working as *Partners of the Partners*.

### Key features of PPG activity in 2016...

- **Celebration** followed the January news of second place in a national award from the *NHS Clinical Research Network* in partnership with the *National Association of PPGs* for outstanding examples of leadership in health research in primary care. It was for our research project '*But I can't manage this*' investigating the needs of patients in the Practice with chronic and long-term conditions.
- The NHS's **Care Quality Commission** (CQC) inspection of the Practice was made in October...always a demanding event for GPs and their staff. The PPG officers were privileged to have a part in that, making a visual/audio presentation to the two inspectors of our work in the Practice. We were also given an opportunity again to attend the annual West Leicestershire Commissioning Group appraisal with the Partners. The **CQC verdict** is expected soon.
- **Project Teams** have been active again and a new one this year produced an informative **introduction/welcome pack** for prospective new members of the PPG.....at the end of 2016 membership was 18, two short of the constitution maximum of 20. One new member joined the group and three retired. We are grateful for the valuable contributions of Eve Phillips, Peter Moore and Bas Harding in their time spent with us.
- Another project team conducted a repeat **Examination** of the content and clarity of all general Practice letters and documentation (over 50 items) routinely sent to patients. The new **Social Prescribing** team has worked admirably and completed six months of a pilot scheme for the West Leicestershire Clinical Commissioning Group advising patients referred to them by GPs. Social prescribing is a new and innovative means of assisting and guiding patients about non medical social-solutions to their needs. We await new funding to continue this.
- **Keeping informed** on medical matters still forms part of our monthly meetings with presentations from experts. Dr John Smail, retired dental surgeon/anaesthetist, Dr Khalid on *Mindfulness*, Prof.Dr. Lakhani, GP and Chair of West Leicestershire Clinical Commission Group, gave enlightening presentations this year.
- Our plan in 2016 to keep patients better informed about PPG and Practice matters began with the production of four quarterly **PPG Newsletters** during the year. All

Patients with a registered email address should have received these. Paper copies are available at medical centres. Over 1400 patients have now registered as '*on-line PPG members*' receiving email copies of all our meeting minutes, newsletters and other relevant information.

### Plans for 2017....

The PPG moves into its eighth year in the Medical Group...

- **Group Projects for 2017** will examine two or three issues, 'Prescription Management in the Practice', making it clear 'Who to contact for help when feeling unwell' and 'Caring for the Carers'. We plan to have another **Patient Survey** in June...similar to that held at the three medical centres in June 2015. The objective again is to obtain views about the Practice and patients' experiences. The number of responses in 2015 was very encouraging and useful to the Partners and the PPG for improvement action plans.
- An **Emergency Awareness** evening for all patients will be repeated in 2017 with paramedics attending, giving guidance and demonstrations about emergency resuscitation. A focus on **Dementia** will be the subject of another health promotion event.
- The seven PPGs in Loughborough and Shepshed linked to GP Practices in the North Charnwood Federation of GPs now have representatives meeting regularly as a PPG **Locality Forum**...to support each other and enhance the patient experience in primary care across Loughborough and Shepshed. We have an active part in this.

So the Patient Participation Group's roles are still unchanged....to represent patients' views and experiences, and pursue improvements where identified, actively working in partnership with the Partners at the Charnwood Community Medical Group. We continue to value very much the Practice Partners' support and in particular the level of commitment of the Business Partner, Paul Hanlon, to our work.

Any questions about the PPG or this 2016 Annual Report are welcome; feel free to call me, Monday to Friday, telephone 01509 215150....or leave a note at your medical centre.

John Todd  
Chairman – Patient Participation Group  
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