

Patients' Participation Group - Annual Report for 2017

Thank you for taking a few minutes to read this annual report, which outlines the work that the Patient Participation Group (PPG) has been involved in over the last year. We are a mutually supportive group of people who work closely with the partners in the Practice to ensure as best we possibly can that the views of patients are heard, and to support them in Practice developments. The partners in the Practice are very supportive of all the work the PPG undertakes and values the group.

2017 has been a very busy year in the NHS as a whole, and certainly many pressures have been felt within GP Practices, none more so than in the current winter 2017/18. The Practice has been working hard to ensure that we all as patients get the appointments and care when needed. However, at times this can be very challenging.

Your PPG consists of a group of 20, all registered patients within the Practice, plus Paul Hanlon the Practice business partner. During the year we lost 2 members due to other heavy commitments, but welcomed new members to fill the vacancies. I thank all former members for their support and commitment to the group. The group has also seen a change of Chairman over the year. John Todd who has led the group since its inception had to stand down, and I as former Vice Chairman was appointed as his replacement. We thank John for his dedication and leadership over the last 8 years, playing a key role in the many successes that the group has had. I am pleased that John has agreed to remain as a member of the group.

Key features of the PPG in 2017

At the start of the year we held an exercise to establish what it was we as a group wanted to do to support both the Practice and the patients. The following projects were identified:

Caring for the carer. At one of our monthly meetings we had a talk from Kerry Turnbull, who works for Voluntary Action South Leicestershire (VASL) Kerry and her team are funded to provide guidance and support to the many thousands of carers across Leicestershire. A project group working closely with the Practice have designed an informative leaflet which will be available to patients, along with a display in the Medical Centres encouraging carers to ensure their names are on the carers register at the Practice. Doing so will help you to get the support you may need.

Active Signposting. Another project group has looked at the options available for patients when they are not feeling well. Following discussions with patients it was apparent that there was some confusion i.e. how do I contact the doctor at a weekend, what is the 111 service, when should I call 999 etc. To help to provide some clarification the group have produced a leaflet that answers some of the frequently asked questions, gives advice on what the doctor can help you with and what we can do to help the doctor. In addition it gives advice on the services available that you can access yourself with seeing the doctor. Look out for the leaflets in the surgery.

Patient satisfaction survey. This survey was undertaken in September 2017. It involved members of the group attending all 3 of the medical centres. Rosebery, Outwoods and Forest Edge throughout a 5 day period. A questionnaire had been designed to seek the views of patients in a number of areas. I would like to thank all of the patients who gave time to complete one of the questionnaires. All of the returns have been analysed and the results presented to the Practice. Overall it shows that patients are very happy with the level of service that is being provided by all staff in the Practice. Areas where patients feel the Practice could improve are being considered. The full outcome results can be found on the Practice Website.

Keeping informed on medical matters forms part of our programmed meeting through the year. This year we heard from Natalie Glass an optometrist and independent practitioner. Natalie spoke to us about the health of the eye, how common health complaints can be detected through eye examination and why we encourage healthier lifestyles in our patients.

Some Practices in the area have introduced a 'Walking for Health' initiative for groups of patients. If any patient is interested in being trained to lead walks please contact me.

Plans for 2018. A number of members of the group will remain active as patient representatives on various other health related committees across the area and also the county. We will continue to roll out the projects on "caring for the carer" and "active signposting" and finally we will endeavour as always 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.

If you would like to discuss anything within this report, or indeed anything about our work, please feel free to contact me through the reception team.

Mick Gregory
Chairman Patient Participation Group (February 2018).

