

Patients' Participation Group - Annual Report for 2019

I am pleased to report on the work undertaken by the Patient Participation Group (PPG) during 2019. The group consists of 20 people who meet monthly, and work closely with partners in the Practice to try to ensure that the views of patients are expressed whenever changes are being considered that will directly impact on patients. We also work to support the practice in any future developments. The partners in the Practice are very supportive of the work the PPG undertakes and values the group. We are grateful to Paul Hanlon, the Practice Business Manager, for his ongoing support.

Those patients who attend Forest Edge or Outwoods Medical Centres will be aware that during the year both medical centres were closed for a short time whilst extensive refurbishments were undertaken. The Practice discussed ideas for refurbishment with us during the planning phase, and we were able to provide input into the changes. We recognise that some patients may have been inconvenienced during the temporary closures, but the final outcome has brought much improvement for both patients and staff.

During the year we were saddened to see the retirement of two long established and respected GP's, Dr's Wilde and Hale. We wish them both well in retirement and their life ahead. We were also pleased to welcome new GP's to the Practice.

Project work undertaken during the year

Medicines Wastage

It was estimated that £300 million was wasted on unwanted medication each year in England. A Project group was set up to look at how patients manage their medicines ordering, storage, and disposal of unwanted items. Members of the PPG attended surgeries and undertook a survey looking at these areas. A lot of work went into the project, however, a decision was made by the West Leicestershire Clinical Commissioning Group (CCG) that as of 1st June changes in the way Repeat prescriptions were issued was to take place. Therefore, the group changed its emphasis slightly to work with the Practice to ensure that patients who have to rely on repeat prescriptions, and cannot order on line were not at risk. The Practice worked extremely hard to communicate to patients and put systems in place for those who may be vulnerable.

I'm Not Well, What Should I Do Project

This project had been worked on during 2018, and the final report was presented to the Practice during the year. A leaflet was designed to inform patients of the many options available to them when they are not well. It provided a number of useful phone numbers, gave answers to frequently asked questions and explained things like what to do if you need a doctor at night or weekends and what the 111 service is for.

Communications Project

This project looked at and reported recommendations around all the forms of communications that relate to the Practice and used by patients. This included a review of the website (new website launched late 2019), social media platforms, telephone messaging systems, waiting room screens, patient leaflets, and the patients guide to the Practice. As a result of the project a number of recommendations were made and implemented.

In addition to project work, members were updated on Practice news at all of our meetings, providing us with the opportunity to comment. A number of guest speakers also came along to speak to us over the year on health related matters, locally and nationally.

Thank you for taking the time to read this our 2019 annual report which outlines the work of the PPG throughout last year. You can also find it and other information and reports from the PPG on the Practice website at www.charnwoodcommunitymedicalgroup.co.uk. Click on Patient Participation Group tab at the top of the home page. You will also find out how to join our on line group (PPGO). This group allows the Practice to better keep in touch with patients registered with our surgeries and keep them informed of the latest news and developments.

Looking at the year ahead. Work has commenced on 3 important projects for 2020 these being, the undertaking of a patients survey to seek your views and opinions on the service provided by the Practice, Dementia support and Bereavement support.

As a group we are committed to engage with as many patients in the Practice as we can, to seek your views and to keep you informed on work that we are doing, both to support the Practice and improve your experiences when seeking health care.

If you have any comments please get in touch with me through the reception staff, or complete the on line form which can be found on the Practice website on the PPG page.

2020 is a mile stone for the PPG as in February we will have been in existence for 10 years. During this time members past and present have given many hours voluntarily. I would like to take the opportunity to personally thank them all for their commitment, dedication and support.

Mick Gregory
Chairman Patient Participation Group (February 2020).

