

WHAT THE PPG HAS ACHIEVED WORKING IN PARTNERSHIP WITH THE PRACTICE 2014/2015

We as a Group of people wish to give something back to our Practice for all the excellent healthcare we have received ourselves from a team of dedicated Doctors and Nurses. We meet monthly with the Senior Partner, Dr. Simon Kelly and Practice Manager, Jenny Whitehead, and together we seek to achieve what our patients tell us they want, so long as this is realistic. This is a continuous process and by taking comments and suggestions off the Friends and Family Cards patients fill in, we are able to have a running Action Plan of improvements as well as knowing that we have a ratio of patients in the high 90's who would recommend our Practice to others.

The sorts of things we have worked on together are:-

- (1) Freeing up Doctors' time by the appointment of a second Triage Nurse
- (2) Offering a GP/Triage Nurse call-back service
- (3) Additional training in customer care for Receptionists and Appointment Line staff
- (4) Longer and more flexible opening hours
- (5) Changing the time when appointments can be made for those unable to ring at 8.00 a.m. due to other commitments
- (6) Improving the appearance of the Waiting Room area and keeping Noticeboards updated with current information and taking down out of date material
- (7) Providing more suitable seating in terms of height and having arms for people with limited mobility
- (8) Bringing in external speakers to keep the PPG informed of healthcare developments
- (9) Using text messages to remind patients about a forthcoming appointment
- (10) Having the same information booklets available at each of our 3 Surgeries
- (11) As our patients can opt to be seen at any of our Surgeries to enable them to see a particular Doctor, we arranged for directional maps to be available in each Surgery
- (12) Promoting what the Practice does in the Waiting Room, so people are aware of these things and can benefit from them
- (13) Producing a 'You Said, We Listened' Notice to go up in the Waiting Room so patients could see that actions had resulted from the comments/suggestions they had made
- (14) Providing Gel Dispensers at **all** Surgeries and not just the one in Ilkeston
- (15) Arranged for the use of a side room for those requiring privacy when talking to a member of the Reception team
- (16) Arranged for the PPG to have two noticeboards in different areas of the Waiting Room so that we can keep patients better informed of the work we do and activities we are notified about that are taking place in Ilkeston
- (17) Some patients indicated that they would like to be able to make appointments on line. This is now operational as is the facility to order repeat medication on line.
- (18) Some patients felt we should purchase phlebotomy chairs and these are now available at two out of our 3 Surgeries. The new Surgery at Cotmanhay is nearing completion so an additional phlebotomy chair will be considered at that time
- (19) Patients were not happy with the length of time it sometimes took to get an appointment with a Doctor of their choice, so the Surgery has recently taken on an additional salaried Doctor to help with the workload.

Representatives from the PPG attend CCG/PPG Meetings as well as CCG Stakeholder Meetings and feed back to the Group and if applicable to patients. For example the CCG gave an official presentation on ***"EREWASH 2020, A GROWING AND AGEING POPULATION"*** and for patients who were unable to get to the presentation, they got the chance to have their say via the CCG's Form which we distributed entitled ***"OUR 7 STRATEGIC PRIORITIES HAVE YOUR SAY ON THE FUTURE OF THE NHS"***. These were then collected up and returned to the CCG for analysis.

We have expanded as a Group over the past year and it is our intention to become even more effective by arranging awareness raising activities for patients to tie in with health themes for National Months, Weeks or Days, such as Walking, Stroke Recovery, Asthma, Carers, World Heart Day, Mental Health and Diabetes. Our three strategic priority areas for the year are Diabetes, Obesity and Carers.

We are also going to work with the CCG around raising awareness of PPG's and the role they can play in improving the quality of primary care for patients during National Patient Participation Awareness Week, 1st – 6th June, 2015. We will do this by participating in various media events and attending outreach and publicity sessions designed to bring the message to different age groups from teenagers through to the elderly. It is an opportunity to talk about what PPG's and ours in particular, can achieve when working in partnership with their Practice and their local CCG.

One of the benefits to patients at our practice is the ability to raise anything with a member of the PPG and to know that it will be handled sensitively without them having to go directly to a member of the practice staff. As recently as our last meeting, one of our members was able to bring the concerns of three patients with a similar experience to the meeting. The Practice Manager immediately agreed to investigate and do what is necessary to ensure this does not happen to them again. We did have a number of complaints made to us about long waits for medication. On speaking to the Pharmacy they agreed to come in and talk the Group about why the problems were occurring and re-assure us that measures were already in place that would resolve this.

By this time next year I am sure there will be considerable progress to report as the Group evolves and becomes more effective by making the best use of the skills available within the Group, which are considerable.