

ST LUKE'S PRIMARY CARE CENTRE.

PATIENT PARTICIPATION GROUP

CHAIRPERSON'S REPORT

The Practice has had an active PPG since 2006 with the first formal meeting taking place in February 2007.

In September 2007 the Group came into it's own by formally electing and appointing a Secretary and Chair person. Although this year, 2014, is the first formal AGM, electing a secretary and Chairperson has taken place annually.

The PPG has been involved in a number of successful initiatives and as the outgoing Chairperson (and having been in that role over the past 7 years) I would like to summarise the activities of the PPG over that period of time.

The group has organised and invited patients of the Practice to—

- Carers Support Group meeting
- Crossroads Care Scheme -- Speaker
- Bereavement group " Understanding Loss" – Speaker
- "The Way Forward" –Speaker and Discussion Group for former Carers

The PPG as a Group have—

- Move to the new Surgery. Members of the PPG welcomed, helped, directed and guided patients during the first week in the new Surgery. This gave valuable insight into the day to day running of the Practice.
- Available for support to the Reception Staff during the training week when System 1 was installed. Explaining and guiding patients.
- Held a "Sun Awareness Campaign" A week in the Surgery promoting the importance of sunscreen, giving out leaflets and sample products to patients attending clinics and appointments.
- Attended Flu Clinics In Harlestone Road and Duston Surgery .
(With the new Surgery this involvement has not been required to date)

- Two members of the Group had contact with the Inspector of the Care Quality Commission as part of the Inspection Report in 2014.
- Two members of the group attended training days for DETECT (Diagnose Early To get Effective Cancer Treatment) This with the idea of promoting and encouraging patients to seek early advice with specific symptoms.
- In April 2014 two representatives from The Spires PPG were invited as guest speakers. It proved to be an instructive and inspiring evening.

A representative from the Group attends the quarterly meetings of Northampton West locality Engagement Group.

During 2011- 2012 and 2012-2013 the PPG were involved with the Practice's own local Patient Satisfaction Survey. It was decided in 2013-2014 that the Practice would use a standardised survey and as such used the General Practice Assessment Questionnaire. The PPG, as before, having involvement. The survey has helped the Practice to produce a Development Action Plan which is discussed with the PPG.

Fundraising

Fundraising has, throughout, been discussed as a possibility of the PPG's contribution to the Practice, but to date this has not been considered as an activity for this Group. However, a substantial sum of money has been raised by the Group providing used books in the Surgery for the patients to purchase for £1-00. This has proved a successful initiative. The monies raised have not been spent as yet although discussed at many a meeting as to what could be achieved.

This year 2013-2014 a Constitution has been formally agreed, accepted and adopted in June.

9 meetings have been held this year Sept 2013 –Sept 2014. 4 of which were patient only meetings.

At each full meeting, as part of the agenda, the Practice Manager gives a Practice update to the PPG. This provides good communication between the two and gives the opportunity to ensure patients are engaged and involved in decisions.

The concept of the PPG in providing a two way conduit between Practice and Patients is important and is recognised by the Practice. The PPG is promoted on the flat screens in the Surgery waiting rooms, is on the web site and activities or involvement mentioned in the newsletter. A dedicated notice board is for discussion

Recruitment to the Group. Throughout the years the Practice have tried to recruit new members, keeping in mind, ethnicity, age, gender, pts with disabilities, carers, disease management groups etc. It is an ongoing commitment.

On a personal note I would like to thank Graham Jamieson for all the invaluable help, encouragement and support he has given to me over the years. May you have a long, happy and healthy retirement Graham.

Thank you to Mini Scott, again, for all the help and support she has given to me personally as well as the Group.

To the Group, to members past and present. Thank you for your support and commitment, it has been good working with you.

Although reluctant to name individuals I would like to record my thanks to Brian Morgan. Although now retired from the Group he did a tremendous amount of work on our behalf whilst a member.

I would also like to say thank you to Catherine Donaldson, just retired from the Group but was, with me, one of the first members of the PPG together with Chris Page and Christine Churchman. Their collective support and commitment throughout has been invaluable and very much appreciated.

I have enjoyed my time as a member of the PPG and I wish the Group ongoing success. It is new times and I wish you well.

Joan Randell

September 2014