

## **Forest Practice Patient Participation Group Report March 2014**

Forest Practice PPG has been established for 3 years now and is becoming more effective and interactive over the last year.

All patients of Forest practice are welcome to attend with the purpose of contributing to the wellbeing of the practice patients as a whole and to bring fresh ideas and comments about our services and how they can be developed. 19 people attended our last meeting, 5 patients sent their apologies who also attend usually and some patients sent in their ideas by e mail. We frequently advertise meetings on our website, jayex board and posters in our waiting room and this year we have taken advantage of using Loughton Resident Association newsletter to advertise the meetings and some outcomes.

We change the times between lunchtime and teatime but we still struggle to get representation from our younger age group and ethnic minority group

The meetings are attended by a reception representative and clinical input shared by Dr Roberts and Leona Foster Nurse practitioner every alternative meeting and admin team and other health professional team members attend form time to time.

The meetings occurred on 22nd April 2013, 24th June 2013, 16th September 2013, 11th November 2013, 27th January 2014 and always very well attended.

### **Overview of outcomes 2013-14**

- With the changes overall in health service patients are very keen to be kept up to date with the local changes over the last year and impact on patient care and overall practice work load, At every meeting this topic has been discussed and new initiatives explained, e.g. health checks for 40-74 and over 75, new shingles vaccination, change in structure of local CCG and practice involvement, changes to out of hours and 111.
- We continue to be members of NAPP and subscribe to their support and newsletters which we share with the attendees.
- Recent patient survey has been completed and shared with the members and they commented on the general improvement in communication and phones action and are supportive in procedures in place to try and improve. Extra person employed Mondays to support phone calls early, change in staff rota to overlap reception cover at lunchtime, new telephone results line, option to speak to admin for queries.
- In June the surgery arranged a local dentist to attend to do a talk on oral hygiene, this was well attended and we also had some parents attend for this talk
- September meeting was shared with a representative from CCG to explain the plan of health care and social care working in partnership and the plan explained to everyone, this was a useful talk and some patients did express interest sharing their experience with CCG member.

- January 2014 meeting we discussed an overview of last year, the support form PPG on keeping the ground's clean and tidy and clearing up after our local weekend visitors, The practice thanked the group in supporting us with this.
- January 2014 meeting Leona did a presentation on Osteoarthritis and self-help tips. This was greatly received by the PPG; a copy of the presentation was made available on our website for all.
- January 2014 also saw one of our PPG volunteers do a support group meeting for people with intolerance to gluten which was supported by some patients within the surgery with enthusiasm. A big thank you to KC who arranged this with the support of Leona.

#### **Practice Action plan for 2014**

At the last meeting we spoke about ideas from the group for us to aim for the forthcoming year. The group were very pleased with how these meeting are progressing and are aware of the constraints of the building and funding to do major building work.

- Our chairperson has agreed to continue in his role.
- The group are keen to consider electronic prescribing being put in place.
- The biggest request was more health education sessions provided by the clinical staff within the practice, conditions, health promotion, etc. the PPG found this very interesting and beneficial and gave us a list of areas they would like to be covered, Heart disease, cholesterol, Dementia, COPD, Diabetes, dietary conditions irritable bowel, Parkinson's disease, Minor ailments, sign and symptoms of all and self-care
- Develop and advertise the availability of telephone consultations.
- Continue to develop PPG recognition and try to develop a virtual PPG for people who cannot attend meetings and share input.