

2014-15 PPG year-end report for Dr Lightfoot and partners

Background:

The practice signed up for the Enhanced Service contract in the autumn of 2014; at this point a committee existed, but discussions were limited to committee members and the practice.

The time available for the committee to set targets was not felt to be conducive for a detailed plan to be agreed; so instead the overall aim was to develop an active and representative Patient Participation Reference Group (PPRG).

Process:

The first step was simply to make patients aware of the existence of the committee.

The practice website was updated and a 'page' allocated to the PPG committee, which included a statement setting out the purpose and aims of the committee.

Notices were put up in the practice, local shops and trees in the local area were also adorned with the flyers!

Information about the group was also published in the local parish newsletters. In addition the committee members handed out the fliers at a local village fete.

Outcome:

By December 2014, and in spite of all the efforts of the committee members only a few patients had approached the committee and the difficulties of communicating with the practice population was becoming a serious block to moving forward.

With this in mind two options were suggested by the practice:

1. A page on Facebook, with practice staff providing technical support and advice at the setting up stage
2. An NHS email account, with practice staff providing support at the initial stages.

The PPG committee met in January and decided that the email option was their preferred route. The practice arranged the setting up of the email account and agreed to send out information about the PPRG and how patients could sign up.

Two hundred patients were contacted in March 2015, and early results have been very encouraging.

PPG committee year- end report:

Preliminary start up discussions commenced late in 2013 and 2014 has seen positive progress.

The committee of seven volunteer patients has been concentrating on publicity to reach out to the 9000 patients. It has worked closely with the practice having discussions on issues from the telephone system, renewal prescriptions, leaflets for informing patients of medical help during out of hours' surgery and meeting with politicians to help influence future funding for GPs. The PPG is now a member of National Association for Patient Participation which supplies valuable information and support. With interest from the public still very slow the Practice and the PPG are now setting up a Virtual group. This will enable all patients to contribute and learn and be part of the future. A committee member attends meetings organised by the Leeds North Clinical Commissioning Group to ensure we are kept up to date with progress and to influence the future plans for the Primary Health Care in the area.