

PATIENT PARTICIPATION INFORMATION

2014-2015

Describe steps taken to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:

We actively encourage patients onto our group. Initially writing to all of our patients to invite them to attend our meetings. Times can also be chosen to capture their views as and when needed., this is excellent when asking for feedback. Posters are displayed in our waiting room and our practice

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG?

e.g. large student population, significant number of jobseekers, large numbers of nursing homes, or LGBT community?

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

We have a high elderly population and our group is mindful of this during discussions.

Has the Practice developed and maintained a PPG that gains the views of of patients and carers and enables the practice to obtain feedback from

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

Feedback was discussed regarding several different areas including: defib training and awareness, our waitingroom lifechannel television and it persistently not working, retinal screening/specsavers, Hip appointments, Dentists - none in Wooler, Aims and objectives discussed, the working the Clinical Commissioning Groups and how these work, Put Patients First Campaign and Your Patient Cares Campaign, Ambulances in Woole

Healthwatch for Young People, Healthcare Day in Wooler, Practice Manager topics, updates on Primary Healthcare meetings attended by Chair, Patient Forum attended by one member, Access for mobility scooters, signage to Wansbeck, Access to patient records, CQC update on our recent inspection,

How frequently were these reviewed with the PRG?

Everything is reviewed as and when necessary by the group. Your Health Matters has been ongoing for the last 6 months and is reviewed at several meetings to the PPG meetings and held later in the evening. The PPG also organised a coffee morning and an additional meeting was held to ensure everyone was informed and support given for on the day. Some areas are discussed only once but frequent discussions including the CCG and Health Awareness day are more regularly.

Has the PPG and practice staff reviewed patient feedback received by the practice on a regular basis?

Yes

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Your Health Matters Day

What actions were taken to address the priority?

The possibility of a "Your Health Matters" day had been discussed and further meetings separate to the PPG meetings were put in place to put together a smaller working group to ensure that everything was discussed further prior to taking it forward.

Result of actions and impact on patients and carers (including how publicised):

The group felt that as Belford's similar day had been a huge success that it would be beneficial for the residents of Wooler and the surrounding area to have one in our area. Posters were arranged and were delivered to all the shops in Wooler and surrounding villages and in our waiting room., flyers were delivered to every home in Wooler., our website was used to advertise the day. Additional meetings were in place to ensure the smooth running of the event and all issues were discussed including indemnity insurance, discussions with all organisations who will attend etc.

Priority area 2

Description of priority area:

Coffee morning. A coffee morning was arranged to raise money for the event in priority area 1. This raised over £400 towards paying some of the expenses for on the day including the publicity, printing and delivering of flyers etc.

What actions were taken to address the priority?

Meetings took place to ensure that everyone knew their responsibilities and what help was all needed prior to the event and the day. Everyone took ownership of their area to ensure this was done fully.

Result of actions and impact on patients and carers (including how publicised):

The coffee morning was a huge success. Difficulty was found with finding a venue and the day needed to be on a Wednesday therefore the group were unsure how popular it would be however, on the day it was a fantastic success. There were posters dotted around Wooler and the surrounding villages and also on the website to capture as many people as possible.

Description of priority area:

PPG involvement in the Clinical Commissioning Group

What actions were taken to address the priority?

Alan Bell from the CCG attended 2 of the PPG meetings so that the group gained an understanding of what the CCG were how it runs., particular interest and concern was on how private tendering would affect patients and patient care. Members the group also attended a Belford meeting to gain further understanding and also attended a CCG Patient Participation Group meeting to show their support to having greater involvement by patients in what was happening at CCG level.

Result of actions and impact on patients and carers (including how publicised):

The PPG now have a better understanding of what happens at the CCG level but continued support is needed by our CCG

ensure they continue to learn and contribute to the CCG PPG to ensure that they are able to give patient views at this level

Progress on previous years

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year

Free text

Our group has gained a lot of knowledge on how general practice works and we have included GP's and managers at these meetings. They are a confident and ambitious group of patients who have worked hard to gain a good understanding of what the patients in our practice want. This is shown in their ambition to have an awareness day including lots of health related issues including British Heart Foundation, Stroke Association, Walking for Health, Age UK, Diabetes UK, Carers Northumberland, Hear to Help and lots of others including a Microwave man who gives advice and demonstrations on health eating using a microwave. The commitment our group has shown to ensure money was raised by a coffee morning and now the awareness day (this week) has really shown their dedication to making our PPG work well.

