

Trinity Medical Centre
Patient Participation Group Report
March 2013

Trinity Medical Centre has had an established Patient Participation Group (PPG) for a number of years and has been extremely beneficial to the practice and the patients. Meetings are held 4 times a year and are well attended.

We currently have 18 PPG members but would like to involve more of our patients to join the group especially from our younger patients to ensure we have a good cross section of patient involvement. To this end, there is a specific PPG notice board in the waiting room which gives information about the work of the group and how they work with the practice. There is also a specific part of the practice website (trinitydrs.co.uk/) which contains information on the PPG and how this group underpins the work of the practice, together with detailed terms of reference. See attached Appendix 1.

The group meetings are minuted and usually have presentations from outside speakers including voluntary groups. All minutes of meetings will be available on the PPG website together with any consultation surveys.

- The speakers that have attended our PPG meetings during the year include the following:-
 - i. Stoke on Trent Community health voice.
 - ii. Breast Cancer Awareness
 - iii. Talk on Prescribing from the Local Pharmacy in Blythe Bridge
 - iv. CCG presentation re commissioning support services
 - v. NHS mystery shopper

The PPG members are very much involved in the service improvement and design of the practice by regularly reviewing services we provide. This helps us to continually improve services to patients. There is also a suggestion box and a comments book located on the reception desk which is available for patients. Any complaints/comments/suggestions are discussed at the PPG meetings.

We have recently undertaken a PPG consultation exercise on alternative A & E options and discussed the feedback at the last PPG meeting. This information will be fed into the Locality Patient Participation Involvement steering group meetings to ensure Trinity Medical Centre patients have a say on how local services are provided. (see survey findings attached Appendix 2).

We have recently had extensive practice building improvements which has significantly improved the waiting room, reception, clinical rooms and telephone system. We have involved the PPG group

in the changes and it is planned that a second patient questionnaire will be undertaken after Easter to gain patient feedback on the new practice improvements.

Loretta Boswell

Practice Manager

MEMBER'S FEEDBACK FROM CCG / URGENT CARE (POSTAL SURVEY)

Twelve members returned their forms and the following gives a breakdown of the feedback received.

Preference for non urgent medical problems

<u>COMMUNITY HOSPITAL</u>	<u>OR</u>	<u>UHNS</u>
10		2

What services have you used as an alternative to A&E in the last 12 months

PHARMACY	8
NHS DIRECT	2
HANLEY HEALTH	1
NEWCASTLE MEDWAY	0
THE HAYWOOD WALK IN CENTRE	2
NSUC (OUT OF HOURS)	2

Breakdown of Members comments

Several members had used the Longton Cottage Hospital and found it easy to access and car parking facilities were good.

The Haywood walk in centre is a minor injury centre which provides good car parking facilities, however it was difficult to get to especially for people without transport – however the facilities offered were excellent.

Members felt that the southern end of the city of Stoke was sadly lacking in medical facilities. Could we make more use out of the new Meir Health Centre??.

Several members had accessed health information from our local pharmacy, and it was noted that Trinity Medical Centre + Blythe Pharmacy worked well as a Team.

Patient Involvement – Terms of Reference of the group

What is a Patient Participation Group (PPG)?

Patient participation is:

Patients working with the practice to:

- contribute to the continuous improvement of services;
- foster improved communication between the practice and its patients;
- help patients to take more responsibility for their health; and
- provide practical support and help to implement change

Varied to suit local needs

- Each group determines its own activities according to the needs of the community and the practice itself.

Based on co-operation

- PPGs work by building a relationship between the practice and its patients that breaks down barriers and shares information.
- PPGs can develop to influence the wider NHS, most notably the decisions that are made on behalf of patients about the services that are to be available to them.

Patient participation is not:

A forum for complaints

- Clear ground rules are needed to ensure that PPG members do not use the PPG as a vehicle to resolve their own personal issues (however, PPGs often lead to a reduction in the number of complaints overall).

A doctors' fan club

- In order to be valuable, PPGs must have the confidence to challenge the practice in line with the critical friend model.

A time-consuming activity for practice staff

- Some effort is required to get PPGs going but thereafter they should be self-organising and patient led and will often undertake activities that save the practice time.

The aims of the Trinity Medical Centre PPG

Experience shows that successful practices and effective PPGs go hand in hand. Every PPG is unique, evolving to meet local needs. Here at the Medical Centre, we have developed our own PPG aims. These are to:

- Make stronger the relationship between patients and their Practice which is critical to the successful provision of modern high quality general practice.
- Ensure that patients are involved in decisions about the range and quality of services provided by the practice and, over time, commissioned by the practice.
- Act as a "critical friend" of the practice and provide an effective 2-way communication channel between the Practice and patient community.
- Give information to the Practice on generic patient and carer needs.

To take these aims forward we need patients to join our PPG – you will need to be able to attend a number of meetings and be prepared to get actively involved in projects that make a real difference to the patient services provided by the practice. Please contact the Practice Manager – Loretta Boswell at the practice if you would like to be involved in our patients participation group.