

## CHIPPING SURGERY PPG ANNUAL SUMMARY

2016 -2017

### **Recruitment of PPG members**

With support from the staff, the PPG has had several new members join and become active in the actions of the group. PPG meetings are now less formal, with refreshments provided and the enthusiasm and the commitment, enthusiasm and involvement of all PPG members is very much appreciated.

### **Constitution and Ground Rules**

Following recommendations by the National Association for Patient Participation, Ground Rules were developed stating that meetings are not for single issues or individual complaints; that members should be flexible and work as group; and that representing the PPG at external meetings should be agreed during PPG meetings and the information exchanged communicated back to the PPG. The Constitution was amended to include these rules

### **Gloucestershire Health and Social Care Awards 2016**

To show our support for the outstanding care provided by the Chipping Surgery, members of the PPG nominated the surgery for the Primary Care Team of the Year award. Staff and PPG members were interviewed and filmed as part of the application process,

[https://www.youtube.com/watch?v=N0bvQBJt9wE&list=PLNpm9H7CbiosT8YZ\\_AGU2FPeohPhJekdz&index=3](https://www.youtube.com/watch?v=N0bvQBJt9wE&list=PLNpm9H7CbiosT8YZ_AGU2FPeohPhJekdz&index=3)

and we were very pleased that the Chipping Surgery won the award.

### **Community Support**

- **Flu Clinics**

Longfield Hospice and the Gloucestershire Fire Service were welcomed into the Annual Flu clinics. The Longfield representative spoke to patients about their services to support patients who have a range of illness including heart failure, cancer, neurological conditions, COPD or conditions such as Cystic Fibrosis; and the Fire Service explained the Safe and Well visit scheme where all aspects of home safety including patients own health and well-being and ability to alert services and evacuate from a fire are discussed and advice given.

- **Defibrillators**

The Kingswood Village Defib Awareness Group has been organised under the supporting umbrella of existing organisations, inc.: Chipping Surgery and PPG, Parish Council, WI, Village Association, Village Hall, BHF, SWAST. Good progress is being made. To raise awareness one of the keys is to educate school-age youngsters about resus. Along with BHF, contact has been made with KLB and early discussions point to a 'sixth form' CPR training session with parents. The Kingswood Primary school also appears very interested in becoming involved. Funds have been raised to upgrade the existing Village Hall defib to a Public Access Defib. It is hoped that this will be operational by mid-November. The longer-term plan is two-fold: i) to roll out the K'wood pilot initiative to other communities served by CS; ii) to raise funds to install another PAD at the North end of the village.

### **Disabled Access**

Work to drop the kerbs in the disabled bay has been completed – many thanks to DO for seeing this to completion. Information has been provided to patients to explain that, if they are unable to access the surgery from the main entrance, they can use the bell in the downstairs waiting room and a member of staff will arrange for their needs to be met downstairs

### **Fundraising**

- **Brain Tumour Research** £261 was raised during 'Wear a Hat day'
- **British Heart Foundation** £95 was raised during 'Wear Red' day
- **INRSTAR machine**

Fundraising for a second machine was successfully completed with the help of a bequest from a patient. The new machine will be kept in the Practice and the present machine will be used by the District nurses

- **New target**

To raise funds for a check-in screen for the downstairs waiting room. By providing refreshments at the flu clinics ~ £300 has been raised.

## **Flu Clinics**

Thanks to all the PPG members who volunteered to support the two flu clinics this year. Due to having so many members present the PPG was able to ensure that all patients knew where to go with the change in flow of patients changing this year, the queuing was minimised as once a treatment room was vacated the next patient was swiftly directed there, and once the vaccination was completed, the patients could enjoy a refreshing drink and tasty homemade cakes and biscuits. Previous records were broken with 530 patients vaccinated on the first weekend and nearly 600 on the second. Patients were very complimentary saying "It was superbly efficient, no queuing and coffee and cake" and "Excellent organisation, a real team effort. Thank you all"

## **Information for Patients**

A PPG folder is now available on the Reception desk which includes information including leaflets about the PPG; the Annual summary, Future plans and Disabled access posters; as well as the newsletters, which also get emailed to patients. The posters are on display beside the blood pressure monitoring machine.

## **Improving access to Online Services**

Several approaches have been made to patients to assess the need for a 'Computer Buddy' service where patients who are good at IT and at helping people will be linked with patients who need support to use the online services – a local lunch club was attended and the service explained, during the flu clinics ghost patient log in details, laptop and internet access were provided to enable PPG to demonstrate accessing online services, and JB provided a poster and sign in sheets and spoke to many patients. Despite all of this effort only 1 patient has expressed an interest and arrangements will be made for a PPG member to provide 1:1 support

## **Meeting with Staff**

The second meeting between staff and PPG members was very well attended and we appreciate so many staff members giving up their time to discuss ideas on all the topics covered in this annual summary. Staff agreed to contribute to the

- **Website**

Staff will provide biographies with details of their health specialisms for the website to be updated to make information easier for patients to find

- **Blog**

Staff agreed to contribute to the surgery blog to highlight number of Did Not Attends (monthly) and the process for contacting patients who do not attend; explain to patients what is a medical emergency and how requests for urgent appointments are assessed and responded to; what services the surgery can provide (do not suture); the extended opening hours with early nursing appointments; and the difficulties caused by arriving late for appointments

- **Future developments**

Discussed the new patients moving into the area as new housing developments are built and that plans will need to be made to accommodate them. The PPG will be included in any planning process so that any building development or new building meets patients' needs - such as disabled access e.g. Hoists for getting onto the examination couch and automatic doors to the surgery.

## **Research**

The PPG have supported the Cardiocity machine trial to assess patients' risk of Atrial Fibrillation, advertising it in the local paper and showing patients how to use it. Final trial figures are awaited, Dr Ward stated that as a result of the trial, 3 patients have started on treatment

## **Networking**

Members of the CS PPG have continued to engage with the Locality - Stroud and Berkeley Vale, PPG network and the Gloucestershire PPG network. DO and LA have met with members of a Tetbury surgery and DO is arranging to meet with a member of a Yate surgery PPG