

## ST LUKE'S & BOTLEY PATIENT PARTICIPATION GROUP (PPG)

### Chairman's Report 2016/17

As chair this is my second Annual Report of the PPG. During the last year there have been several changes to the Active PPG membership.

**Chairman** – Teresa Griffin

**Deputy Chairman** – Joanne Taylor

**Secretary** – Carol Duncan.

**Deputy Secretary** – Not appointed

**Treasurer** – Pauline Mathews

The aim of the PPG is to work in partnership with the Living Well Partnership & the practice, strengthening the relationship between the practices within the Living Well Partnership & patients in order to:

- Provide a forum for patients to provide feedback & comments about the practice to continually improve services
- Act as a 'critical friend' by providing the patients' perspective, ensuring the service, plans & activities of the surgery respond to patient's needs & priorities
- Identify opportunities to improve the patient experience
- Foster two-way communication between the practices & patients, building stronger relationships
- Provide peer support to other patients – promote healthy lifestyle choices, self-care & understanding of long term health conditions
- Support the production & review of patient facing information
- Provide a link between the practice PPG & Locality PPGs so patients can have a say about wider health services & issues

The members of the 'active PPG' are volunteers & meet every 2 months with representation from the surgery. Standing items at these meetings include understanding about practice developments & staff changes, patient feedback & appointment activity.

Since November 2016 there has been minimal change to the membership of the 'active PPG'. I would like to thank all PPG members past & present for all their contributions. I would particularly like to thank Joanne Taylor for her management of the PPG notice boards & for the production of the PPG Newsletter & Carol Duncan for the minutes she produces, accurately reflecting PPG meetings.

Over the past year the PPG has continued to encourage the surgery to develop & improve communication between the surgery & patients. Consequently, the monthly Practice Newsletter was launched this year, which is available via email or hard copy within the surgery. There have also been significant improvements with the practice website, this work continues.

The PPG continues to voice 'patients' concerns with Eastleigh Council, Planners & West Hampshire CCG about proposed developments within the local area. We continue to highlight the fact that the current local

demand for registered patients already exceeds the capacity currently provided by St Luke's & Botley Surgery. We have also highlighted the risks to local residents of delayed medical interventions and additional pressures on the Emergency Departments of our local NHS Trust Providers, as patients/residents feel the need to access these services as an alternative. We are continuing to work with the Living Well Partnership with this ongoing issue.

The PPG has been working with the surgery looking at interventions that could facilitate a reduction in wasted surgery time rendered by patients who make appointments and then do not attend. Two actions that resulted was the introduction of the dedicated telephone line for cancellation of appointments & appointment reminders via text messages. We have highlighted that individual's test results should be made available to patients via Patient Access, in order to not only empower patients, but to save both patient & practice administrative time. Currently a trial is underway in one of the Living Well Partnership Practices of sending test results via text messaging. As with the current system if the result indicates medical intervention is required, patients will be asked to make an appointment with the doctor.

The PPG has supported Jaggy Kehla, Practice Pharmacist with 3 major projects that he has undertaken over the last year. These being:

- St Luke's & Botley surgery becoming a Dementia Friendly Surgery. Carol Duncan, our Dementia Friends Champion, has been actively supporting Jaggy with this work. A 'Dementia Friendly' assessment of the surgeries, utilising a Nationally Accredited Tool, is being undertaken. Areas of concern at St Luke's Surgery have been highlighted to the practice and are currently being actioned. Botley surgery assessment is still to be undertaken.
- The 'Batch Prescription' project. The aim of this project has been to offer an alternative method of getting repeat prescriptions which would improve the patient experience, reduce administrative hours & improve stock control in our local pharmacies.
- New INR Testing Service. The aim of the new service is to improve the patient experience & reduce risk. A generous donation made by an anonymous donor to the PPG of £1000 plus £400 donated from PPG funds went towards the purchase of equipment required for this new service.

The PPG has continued to network with other practice PPGs within West Hampshire & is represented at the West Hampshire CCG Networking Events. There are always informative speakers at these events and sharing of good practice is facilitated between PPGs. In the coming year obviously, this networking will be extended to practices within the Living Well Partnership, who are commissioned by Southampton CCG.

Carol Duncan & Pauline Matthews, both members of the PPG active group, volunteered to help at the October Flu Clinic. Their assistance in facilitating an efficient flu clinic was much appreciated by the practice.

During the year at PPG meetings we have been fortunate enough to hear some very informative presentations by healthcare professionals. These included:

- Ann Smith, manager of the Eastleigh Southern Parishes Care Navigator Team, who gave the PPG a comprehensive update in March 2017, of their innovative and award-winning local scheme.
- Rebecca Thornley, Project Manager, delivered a presentation in February 2017, detailing the upcoming changes to the practice and the role that the PPG could play
- Rosie Parker, Integrated Community Lead, Southern Parishes Integrated Care Team gave a very interesting presentation in May 2017 about the Community Service Provision for the Housebound
- Dr Sandford, senior partner at the Weston Lane surgery attended the PPG meeting in July to discuss the progress of the merger of Botley /St Lukes, Weston Lane (and Harefield) Ladies walk (Midanbury) and Bitterne Park surgeries. He informed the PPG about the immediate & potential benefits of the merger & of the challenges still to be addressed. The merger received the full support of the PPG. The PPG were given the opportunity to voice any concerns they had & potential opportunities that they envisioned
- The Medicines Optimisation Team gave a very interesting talk in September 2017, about Medicines Management, highlighting the enormous waste of money within the NHS around prescribed medicines & initiatives being made to improve this situation. It should be noted that, we as patients, can make a BIG difference to this waste by individuals not storing excess quantities of prescribed medicines, completing courses of prescribed medicines & not requesting 'over the counter' drugs on prescriptions e.g Paracetamol which costs less than 50p to purchase over the counter, but approximately £20 to the NHS if issued on prescription.

As you can see the PPG has had another busy year & I would personally like to thank all the members of the 'Active PPG' & the surgery representatives for all the time that they have given & for all that they have done for continually trying to improve communication and the 'patient experience'.

The work programme for the PPG for the coming 2017/2018 will include:

- Working with the Living Well Partnership to develop PPGs across the practices within Partnership that also work in partnership with the same/similar aims & objectives
- Continue working with both the practice and Living Well Partnership to improve two-way communication between the practice and patients
- Continue to work with the practice to ensure St Luke's & Botley Surgery continues to provide an optimum environment for all patients within the constraints of the existing buildings & resources available.
- Provide volunteers for surgery clinics when required
- Maintain & develop PPG communications to patients.
- Complete dementia assessment of Botley surgery & write report. Work with the surgery to ensure recommendations are undertaken by the Living Well Partnership.

Teresa Griffin  
St Luke's & Botley PPG Chair  
November 2017