

The group were welcomed and introductions were done. The staff members who were present were:

- Warren Tuite Practice Manager
- Vicky Buckland Trainee Support Team Supervisor
- Hannah Curren Support Team

Apologies were given on behalf of Dr Stockton who attended the presentation last Thursday but was unable to attend this one due to annual leave.

Aims For Tonight?

- Explanation of what they are
- To answer any questions raised
- What it is we are looking for
- What it is you are looking for
- The next steps

Dr Stockton & Thompson

It was presented that this was not aimed to be a formal sit down meeting, it was more a presentation and a discussion around what the practice would like to get out of the group and what the patients would like to get out of the group. The aims for tonight were then read out as per slide.

Patient Participation Is:

Patients working with a practice to:

1. Contribute to the continuous improvement of services, all sectors,.
2. Foster improved communication between the practice and its patients and patients to authorities
3. Help patients to take more responsibility for their health
4. Provide practical support and help to implement change

Dr Stockton & Thompson

The following numbers correspond to the numbers on the slide and are an explanation of the indicator:

- Patient Participation Groups have been shown nationally to be able to offer support and new ideas to the improvement of services in both GP practices and other services within the NHS i.e. hospitals, community services and also council services. By allowing patients to have their say, it puts the service right at the heart of the community and it must be considered that the people who use the service, no what works and what doesn't. The idea is that if the practice is looking to introduce a new service or make changes to an existing service, then the PPG is asked to comment and the views taken into consideration when planning service redesign. Similarly if the practice becomes aware of a service in the community, this can be brought to the PPG and their thoughts expressed back to the commissioners of that service i.e. PCT (Health Authority).
- The practice is always looking at different ways that we can communicate with our patients, especially those who do not attend the practice regularly. We recognise that we have different methods in place such as newsletters, text, email, notice boards. However these sometimes do not reach everybody and it is hoped that the PPG can come up with new ideas and ways of targeting specific hard to reach patients.
- PPG's are seen to encourage patients to take more responsibility for their health. We are here to try and improve the health of our population, however in the majority of cases we need help from the individual patient to manage their health and this group could look at ways that we can promote that to the



The Patient Participation Group Is Not A Forum For Personal Complaints

However it is where suggestions of ways to improve any health related service can be discussed

Dr Stockton & Thompson

It was discussed that this group was not looking to be a forum for individual complaints and personal issues with health services or the service that the practice provides. However, if a particular service or the way it is being delivered is of concern from the group, then these ideas can be discussed and ideas to improve put forward. It was noted that patients experiencing issues with the service should discuss this but ensure that they have their own ideas of how to improve and would be prepared to listen to the reasons as to why they experience these difficulties.

Why Do We Want A PPG?

1. Your views are important to us
2. Channel communication effectively
3. Support each other in decisions
4. A voice to support new/improved health initiatives both within and outside the practice

Dr Stockton & Thompson

The following numbers correspond to the numbers on the slide and are an explanation of the indicator:

1. As mentioned previously, patient views are paramount to ensure continuous improvement of our services and we will always listen and take into account what patients are telling us. This group is seen as another method that patients can talk to us additional to over the desk, phone, email, text and feedback via our website.
2. We are currently communicating to patients about new/changed services via newsletter. However is this the best way? What happens to those patients who don't attend surgery and therefore don't receive a newsletter? How do we reach these and other difficult to reach groups? What ideas can the PPG give us to improve this?
3. There are trying times ahead for the NHS and some difficult decisions are going to have to be made due to service cuts etc. We need the support from our patients to ensure that we make the right decisions with services in the area and patients need to be made aware of the reasons why we make the decisions we do.
4. Patients have an incredibly loud voice when it comes to support of initiatives. As a practice we constantly come up against brick walls with our health authority when trying to make changes or implement new services for the benefit of our patients, this is because we are not always listened to. However as patients, the health authority does tend to take views into account and it sometimes easier to implement new or changes to services when there

Benefits Of A PPG?

1. Better understanding and knowledge of the practice and its staff
2. Patients consulted about arrangements for their primary healthcare before decisions are made
3. An open forum to suggest positive ideas and voice concerns
4. Our practice can plan services jointly with patients
5. Our practice can get help from you to meet targets and objectives
6. We can get closer to the community for whom we care

Dr Stockton & Thompson

The following numbers correspond to the numbers on the slide and are an explanation of the indicator:

- The implementation of a PPG allows better understanding and knowledge of the practice and its staff from patients and they know who to come to should issues arise.
- Typically decisions are made within general practice and outside general practice without patient involvement. It is hoped that ideas and changes would be discussed with the PPG before they are implemented.
- It gives the patients a chance to express their views on services they use in an open forum and promotes positive discussion around experiences
- We can plan changes to services together with the help of patients. As a practice, the majority of the staff are not patients in this area and therefore need input from the people who use local services, the patients.
- We have to comply with strict annual targets in relation to all areas of general practice, from clinical right through to managerial policies and procedures. Typical examples include ensuring that all our diabetic patients receive an annual review and that their blood pressure and other levels are maintained below target. It is hoped that PPG's can come up with ideas to improve recall systems for these patients or new ideas on how to ensure non attendees receive their review.
- As a practice we have tried to engage with many community groups in the area, some of which have their own section on our website. We want to continue to get involved with the community for whom we care and promote good health and wellbeing in Middleton and the surrounding areas.



The group were then asked to give their own ideas on what they wanted to get from the group and why they attended the evening. It was clear that the majority of patients attended to try and find more out about the surgery and get questions answered around how the practice works and how as patients it can be influenced. There was a general consensus that the practice service provided is impressive and suggestions that it is the or one of the best in the area. A lot of positive feedback was given. There were also discussions around why we do the things we do i.e. not take prescriptions over the phone and answers were given around the reasons for this.

In general the patients seemed to be supportive of what we were trying to do.

Next Steps

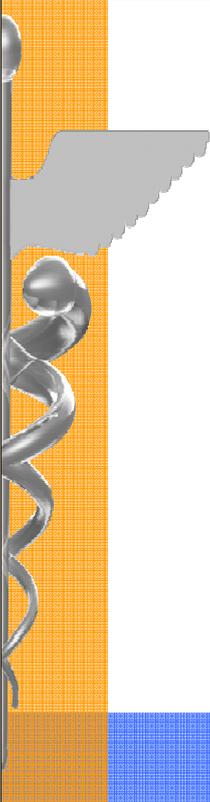
- Confirmation of continued interest, currently 30 patients!
- Steering group
 - Meet monthly
 - Elected Chairperson
 - Elected Secretary
- Virtual Group
 - Emailed contact
 - Distribution of minutes
 - Meet once every 6 months

Dr Stockton & Thompson

It was discussed that the interest from patients in relation to the PPG has been overwhelming with 45 patients expressing an initial interest and then 30 agreeing attendance at these presentation evenings. It was noted that nationally some larger practices with more patients struggle to even get a single patient interested and Warren thanked patients for taking time out to attend.

The next steps were discussed and it was agreed that an email would be circulated next week giving patients the choice of how they as individuals would like to be involved. There was the suggestion, due to the size of the group to have 2 groups, with 1 group (steering group) meeting regularly i.e. monthly with elected members including a chair and secretary and a 2nd group (virtual group) which would feed thoughts and ideas to the steering group. The virtual group would receive copies of all the minutes from the steering group but would meet less frequently with the steering group i.e. once every 6 months.

Some patients wanted a clear vision on how this would be taken forward, however this was unable to be given until patients decided how much they would want to be involved. Once we have had some feedback around the email which will be sent out, we should then have a clearer picture of how we are taking this forward.



**Any Further Questions?
Thank You For Listening**

Dr Stockton & Thompson

The meeting was ended and everyone thanked for their time.