

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

### Chairman's Report

At the inaugural PPG Annual General Meeting in October 2015 Tony Seaman & Maggy Parker, who had both been integral in the development of the St Luke's & Botley Surgery PPG stepped down from their roles as Chairman & secretary respectively. We would like to thank them for all their hard work & dedication over the years since the PPG's launch. New officers were nominated & elected by those present at the 2015 AGM:

**Chairman** – Teresa Griffin

**Vice Chairman** – Andi Saunders.

**Secretary** – Carol Duncan.

**Vice Secretary** – Kim Searl

**Treasurer** – Barbara Holden.

During 2016 Andi Saunders stepped down as Vice Chair & Joanne Taylor was duly elected.

The aim of the PPG is to work in partnership with the practice & to strengthen the relationship between the practice & 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 practice & 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 September 2015 there has been a substantial change with the membership of the 'active PPG' and a large increase in the membership of the 'virtual membership'. I would like to thank all PPG members who have left the groups and to those that have joined for all their contributions. In addition to naming Tony & Maggie above I would particularly like to thank Rachel Diaper, Bernard Brombley, Jenny Farmer & Andi Saunders for their contributions whilst they were members of the 'actual PPG'.

Despite all the changes in membership the PPG have undertaken some areas of work which include:

- The development & ratification of Terms of Reference for the PPG. These are available for all to see on the PPG notice Boards & will be available on the PPG page of the website.
- Very early in the year the decision was made by the PPG that there was little to no advantage in joining the National Association for Patient Participation (NNAP). However PPG members have attended the West Hampshire PPG Networking Events. These events facilitate networking between PPG members from all the practices within West Hampshire & sharing of ideas. There have also been some very interesting presentations delivered at these events e.g Liz Corteville, Locality Lead Pharmacist West Hampshire CCG delivered a presentation entitled '*Making the most of your pharmacist*'
- The PPG has voiced 'patients' concerns with Eastleigh Council, Planners & West Hampshire CCG about proposed developments. We have highlighted the fact that the current local demand for registered patients already exceeds the capacity currently provided by Botley & St Lukes Surgery. We have also stated 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.
- The PPG joined forces with Hedge End Surgery PPG with their planned Cancer Awareness Event which was held in March 2016. The event was made available to all St Luke & Botley Surgery patients & was extensively advertised. Two of our members attended and helped at the event, but unfortunately although the content of the event was excellent it was very poorly attended by patients from either surgery.
- St Luke's & Botley surgery are aiming to become a Dementia Friendly Surgery. The surgery requested that a member of the PPG become a Dementia Champion. Carol Duncan volunteered & has since undertaken training facilitated by the Alzheimers society and is now a designated Dementia Friends Champion. This means that Carol can present the 1 hour training session to enable interested persons to become better informed about dementia and register as Dementia Friends. Unfortunately with the shortage of doctors & subsequent capacity issues of the surgery, the Dementia Friendly project has been put 'on hold'.
- With no ability to influence the capacity issues of the surgery the PPG has done a lot of work with the surgery to try and improve the patient experience. The major piece of work was undertaken by 4 of our members who did 'walk throughs' of both Botley & St Luke's surgeries, highlighting areas that were good & areas for improvement.

Some of the areas highlighted for improvement & the actions taken by the surgery are listed below:

<b>Highlighted</b>	<b>Surgeries Response</b>
Access to Botley surgery for disabled or those unable to open the 'heavy' outer door was inadequate. PPG suggested that a bell could be fitted on the outer door at for people to ring if unable to open the outer door for whatever reason.	A bell has been fitted at the Botley surgery for those patients that require assistance from the Botley reception staff.
It was felt that the automated check in screen at St Luke's was not obvious?	A larger notice was installed to draw attention to this time-saving facility.
There was no information on the outside the surgeries regarding other medical services available when the surgery is closed.	There is now information displayed outside about the Minor Injuries Unit in Southampton, as well as local pharmacies
There was nowhere for patients to leave repeat prescription requests when the Botley surgery was closed	Patients can now use the outside letter box to post prescription requests, which is clearly signposted.
The reception desk at St Luke's was too cluttered with posters and information sheets	Information held on the front desk is now limited to those items that are the most relevant and up-to-date.
Botley surgery reception area gets very congested when there is a long queue	The surgery have to work within the scope of the current building layout, but the position of the main reception computer was moved to maximise front desk access.

- Members of the PPG have been working with the surgery to improve & update the PPG notice boards, the PPG page on the surgery website & the new patient information booklets.
- During this year the new 'Patient Access' was introduced. Diane Slater did some user testing on behalf of the PPG and reported back concerns/areas for improvement to the surgery.
- In the past month PPG members have assisted at Flu Clinics
- PPG members provided stakeholder feedback to a West Hants CCG project developing a patient education programme which would enable patients to develop skills and knowledge to self-manage their long term conditions.

As you can see we have had a busy year & I would personally like to thank all the members of the 'actual PPG' & the surgery representatives for all the time they have given & for all that they have done. Let's hope 2016-2017 brings some additional doctors to the surgery making life easier for both the staff & patients of St Luke's & Botley surgery.

Teresa Griffin  
St Luke's & Botley PPG Chair  
November 2016