

# St Luke's and Botley Surgery Patient Participation Group (PPG)

## ANNUAL NEWSLETTER 2016

Welcome to the PPG's annual newsletter for 2016! What a year it has been for everyone involved with St Luke's and Botley surgery! There have been many changes and challenges over the last 12 months, and here are some of the issues we have been working on:

### **Improving the patient experience:**

The PPG, in collaboration with the surgery, have been listening to patient suggestions and working hard to make improvements to the patient experience where possible:

<b><i>You said:</i></b>	<b><i>We did:</i></b>
Perhaps a bell could be fitted on the outer door at Botley for people to ring if they are having trouble opening the heavy door?	A bell has been fitted at the Botley surgery for those patients that may require assistance.
Could the automated check in screen at St Luke's be made more obvious?	A larger notice has been installed to draw attention to this time-saving facility.
There is no information on the outside of the surgery 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.
Is there somewhere patients can leave repeat prescription requests when the Botley surgery is closed?	Patients can now use the outside letter box to post prescription requests, and this is more clearly signposted.
The reception desk at St Luke's is too cluttered with posters and information sheets!	Information held on the front desk has been limited to those items that are the most relevant and up-to-date.
There is limited space in front of the Botley reception area and it 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 has been moved to maximise front desk access.

We have also worked with the surgery on updating the 'New Patient Booklet', ensuring the information contained is relevant and up-to-date.

### **Developing Services:**

The PPG also actively collaborates with other stakeholders across many areas of service development within the West Hampshire Clinical Commissioning Group (CCG), most recently helping with the design of a patient questionnaire regarding a proposed pain self-management programme.

### **Patient Information Events:**

To maximise publicity and encourage attendance at PPG-led information events, we have been working in collaboration with other local PPGs, including a Cancer Awareness event run earlier this year by the Hedge End Medical Centre Patient Group. Members of our group also regularly attend PPG Networking Events organised by West Hampshire CCG, which are a great forum to meet members of other PPGs and provide opportunities to share ideas and best practices.

### **PPG Membership:**

With the introduction of the new 'Patient Access' system many patients took the opportunity to join the PPG and we now have around 1500 'virtual' members. We are always looking for patients with particular skill sets e.g. marketing, IT, etc. who could spare a few hours for specific projects, whether they wish to be 'active' members or not. Please see the PPG noticeboard in either surgery.

### **Annual General Meeting (AGM):**

The PPG's next Annual General Meeting is Wednesday 9<sup>th</sup> November at 7pm at St Luke's Surgery. All patients are welcome to attend!