

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

## ANNUAL NEWSLETTER 2017

Welcome to the PPG's newsletter for 2017. There have been many challenges and changes for everyone involved with St Luke's and Botley Surgery – here is what the PPG have been working on:

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

Following a challenging year for the surgery, the merger of the practice with Ladies Walk, Weston Lane, and Bitterne Park under the 'Living Well' banner, is scheduled to officially happen in October 2017. The PPG has continually pressed for timely communications to patients regarding merger announcements and future developments. The PPG have met with senior members of the Living Well Partnership to discuss patient concerns and help resolve issues.

The PPG have also been campaigning to have blood and other test results available on line via Patient Access, aiming to reduce the need for people to telephone the surgery for results.

We are also pressing the surgery to increase patient uptake of text message reminders, to help cut down on the 'did not attend' appointment numbers.

A monthly surgery newsletter to patients is produced in partnership with the PPG.

The PPG are working with the surgery to become a 'Dementia Friendly' practice, with one of our members completing the necessary training to become a 'Dementia Friends Champion'.

### **Developing Services:**

A new INR clinic, helping to check and monitor patients on Warfarin, is scheduled to start imminently. The PPG donated £400 towards the purchase of a new INR machine to support the clinic, with a PPG member securing an additional £1000 from an anonymous donor.

We have worked with the Practice Pharmacist over the Batch Prescription project regarding communications to patients, and have also fed back issues helping to streamline the process.

The PPG actively collaborates with other stakeholders across many areas of service development within the West Hampshire Clinical Commissioning Group (CCG):

- Participation in PPG network events, sharing skills and experience with other PPGs;
- NHS 111 survey – exploring the ways this telephone service can change in the future;
- Healthwatch Hampshire survey – shaping the development of PPGs in our area.

The PPG has raised fears several times with Eastleigh Borough Council Planning Department about the additional local housing developments, the lack of existing healthcare capacity, and the potential risk this poses to existing and new patients.

### **Patient Information Events:**

We have promoted PPG events run by other local surgeries:

- 'Childhood Illness and Awareness' event in April 2017, with Blackthorn Health Centre;
- 'Prostrate Diseases and Treatment' talk by a consultant urologist in association with Mansfield Park Surgery in Alton.

### **PPG Developments:**

We have campaigned for PPG representation at practice meetings – this is still ongoing!

We have also updated and developed the PPG area of the website - information about how to join the PPG, and previous meeting minutes, are now available online.

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

The PPG's Annual General Meeting is Wednesday 8<sup>th</sup> November at 7pm at St Luke's Surgery. All patients are welcome to attend.