**Patient Participation Report for Huntingdon Road and Girton Surgeries 2014 to 2015**

**HRS Patient Participation Group**

The Huntingdon Road Surgery Patient Participation Group has been established for over 3 years now and continues to thrive. There are 76 members, with an active core group of 5 people who organise and support the group as a whole. The full PPG meets once a quarter, while the core group meets approximately once a month. Dr Connan is the practice representative on the group. The core group is involved in a number of other areas including writing a regular newsletter, attending the locality commissioning patient group, helping with communication between patients and the practice, and giving advice and support to the practice in various other ways.

The membership of the PPG is open to all patients and the group would be keen to hear from anybody who would like to join. This might simply be to come to the meetings or receive information by e-mail, or to become more actively involved. The age, sex and ethnicity of the group compared to the practice population as a whole is detailed in the appendix at the end of this report. We are keen for the PPG to reflect the practice population as much as possible. The most noticeable difference is the fact that the PPG is less representative of younger people. We do have a large student population and their views are important, although it has been difficult to recruit student members. PPG core group members have in the past specifically encouraged students to join by contacting them at the colleges and ensuring the college nurses are aware of the group. The timing of such contact is important as the students are only in Cambridge for half the year and have many other commitments. We continue to try and engage them, and plan to make further contact at the start of the next college term. The PPG does reflect the older groups better, and perhaps this is more representative of the people who tend to come in to the surgery.

One important way of engaging people in the PPG is to try and make the meetings interesting and enjoyable, as well as relevant to the important issues raised by members. Meetings have included discussion about an application to open a Pharmacy in Girton and the impact that would have on our branch surgery, a meeting facilitated by a Dementia Friend from the Alzhiemer’s Society, a presentation from people involved in commissioning the new Older Peoples service in Cambridge and Peterborough, as well as the AGM which focused on peoples feedback regarding the role of the PPG. Clearly some of these issues are more relevant to older people. The next meeting is being organised to look at the website and how this can facilitate how people use the surgery; booking appointments, requesting prescriptions, being signposted to different websites, as well as soon being able to look at parts of their medical record. We need to continue to try and identify important areas relevant to all the different patient groups at the surgery

**Review of Patient Feedback**

Understanding patient views and getting feedback is extremely important in the development of the surgery. The PPG plays a valuable role both in encouraging feedback as well as considering and discussing it with the practice. In the past the core group have been very supportive with the distribution of questionnaire’s, and the interpretation of the responses. This year we have started the Friends and Family test and the core group have kindly agreed to help us review these. We also review complaints made during the year and try and look at any specific themes.

Throughout the year the PPG core group facilitates patient feedback in a more informal way as well, by giving their own views at the meetings, and facilitating other peoples thoughts. The surgery website has a section referring to the PPG and there is a contact us tab which goes directly to the PPG. In each surgery there is a noticeboard with a PPG box for people to post feedback. At the AGM in particular we specifically asked views regarding the role of the PPG. The newsletters are filled with issues identified by the core group members, but also other issues raised, and we hope they stimulate further feedback from patients. Some of the issues identified through the year we have discussed below.

**Priority areas as agreed for this year following last years Action Plan**

Following last years questionnaire we identified five specific issues to consider during this year. Most of them are on-going issues, which we need to continue to work on promoting with the PPG. I have listed the issues below with some of the action points we have taken. There is always more to do.

* **To continue to promote and increase the awareness of the Huntingdon Road Surgery Website, and to develop the Website as a means of explaining practice policies**
  + We are updating the website more appropriately
  + Our new Office Manager is taking a much greater role in the website
  + We are making more reference to website in communication with patients
  + Reception are more aware of the website and directing patients towards it
  + Online prescriptions and online appointments are available via the website, with ability to see your summary care records coming soon
  + We are planning a specific focus on the website for next PPG meeting in April
* **To look at ideas to improve the function of the reception area and waiting rooms at Huntingdon Road and Girton Surgeries**
  + There are magazines in the waiting rooms now, thanks to the PPG, who kindly ensure they are appropriate and in reasonable condition, with a supply of children’s books
  + We have introduced a new queuing system for people waiting to be seen at reception that helps give people talking to the receptionist a little more room and privacy
  + The receptionists are very aware of issues regarding confidentiality, and we now have one receptionist on the front desk helping patients attending the surgery and two receptionists taking telephone calls in the room behind reception
* **To continue to increase the awareness of the Patient Participation Group and promote its role**
  + There is on-going publicity in both surgeries, with a specific noticeboard used by the PPG
  + The PPG has played an important and very helpful role in specific issues, for example Girton Dispensary, and has organised a number of meetings for example the Dementia Evening discussed later
  + The PPG continues to give valuable feedback to the surgery and are kindly planning to help review the Friends and Family test feedback from patients, as well as review complaints made to try and help identify any particular themes that we need to address
  + The newsletter is written by the PPG members with input from the surgery, which also helps promote the awareness of the PPG
* **To help signpost patients to the most appropriate service for them to attend for their medical problem**
  + This has been a feature in two of the PPG newsletters
  + We need to continue to do this during consultations and when contacting patients, and look at using the website more for this
  + One of the benefits we hope to see with the introduction of the Older Peoples Program in Cambridge and Peterborough will be an increase in multidisciplinary team working in the care of people with complex needs, ensuring the right professional attends each person whether they need physiotherapy, occupational therapy, nursing or medical help
* **To continue to help inform people how health services are commissioned**
  + A member of the PPG core group attends our locality commissioning group CATCH meetings, to give input to CATCH as well as feedback from a patient perspective to the surgery
  + The PPG regularly circulate information from NAPP and the newsletters from Uniting Cambridge Partnership, the organisation commissioned to run the Older Peoples Program
  + There is a link on our website to the Cambridge and Peterborough Clinical Commissioning Group with a lot more information regarding this important process

We hope that these actions help ensure the service we provide is a good as possible for patients. As we have said earlier all of these areas are on-going and we need to continue to take them forwards. We would really welcome any feedback and ideas regarding these issues or any other questions you feel are important. Thank you

**Additional specific Priority areas identified during the year**

In addition to these five areas identified following last years questionnaire there have been a number of other issues identified and discussed during this year. Two in particular.

* **Support for the Girton Dispensary**

There was an application to open a Pharmacy in the village of Girton. Most people who live in Girton are patients at the surgery and they represent a very significant proportion of all our patients. The branch surgery in the village runs a dispensary with a Pharmacist and full team of Dispensers. If a Pharmacy did open in the village it would seriously affect the viability of the Dispensary and branch surgery. There was a strong feeling among many patients regarding this issue in support of the surgery, and the PPG facilitated a full discussion during one of their meetings, which saw a record attendance. The PPG core group then represented this opinion to NHS England. We are pleased to say that the application was withdrawn, and we are now looking at how we can protect the Dispensary and branch surgery in the future

* **Dementia Awareness**

Dementia is an important condition and identified as a topic by the PPG core group following feedback from PPG members, that they would like more information about. The core group then organised a very enjoyable and interactive meeting run by one of the Dementia Friends from the Alzheimer’s Society. This meeting also had a high turn out and the feedback was generally very positive. We advertised the meeting more extensively and felt this was one of the reasons so many people attended as well as the fact that Dementia is going to continue to be a very important condition for an increasing number of people. It is one of the areas we hope the Older Peoples Program will help enhance care for

Both of these issues were detailed on the website

**Conclusion**

We are lucky to have such a committed core group of people supporting and facilitating the Huntingdon Road Surgery Patient Participation Group. The group as a whole has achieved a lot through the year, as before, and we are grateful for all their enthusiasm and valuable ideas. Communication with patients and their feedback is important. Thank you

**PPG Sign Off**

We have worked closely with the PPG core group throughout the year and we discussed this report at the latest PPG core group meeting on 25th March 2015 in detail

**Appendix**

Age, sex and Ethnic distribution of all patients and the PPG