

# CLECKHEATON GROUP PRACTICE - Patient Participation Group Newsletter March 2019.

Hello, my name is Tracey and I attended my second Group Practice Patient Participation Group yesterday afternoon (05 March 2019) and agreed to continue producing these short newsletters after every meeting.

The Patient Participation Group (PPG) has been established to meet up to 4 times a year and it provides an opportunity for us as patients to contribute to the development of our Group Practice. There were eight members of the PPG at the meeting yesterday and we discussed the difficulties some patients experience when trying to make an appointment; the Friends and Family Test; Primary Care Networks; whether we should have a 'virtual PPG' and what we as patients / users of the Group Practice might be able to volunteer by way of Social Prescribing.

As patients we rightly want an efficient appointment system and we don't want to wait several weeks to see a doctor or a nurse when we have health concerns. One member of the PPG raised concern that she tried to book an appointment using the online arrangements and could not find a vacant appointment in under 3 weeks. Emma Marshall the

Practice Manager reassured us that appointments are available and went on to tell us about why the Practice does not make all appointments available to book online.

**Did you know?** The Group Practice is one of a small percentage (nationally) that is fully staffed with doctors and nurses and because of this it is able to achieve the national standards for appointments, and in some instances exceed the standards.

**Fact 1.** In the past 6 months the Practice booked 20,829 appointments.

**Fact 2.** In the same 6 months 1539 appointments were wasted / missed by us meaning 7% of the doctor and nurse resource is not used efficiently.

**Fact 3.** The urgent access appointments are 5 minute appointments and designed for single, urgent matters that cannot wait.

PPG members were disappointed to hear about the *abuse* of the urgent access appointment system by some patients, but pleased to hear about the arrangements in place to monitor and tackle the abuse of the system, at an individual level.

**When did you last complete a Friends and Family Feedback form?** Less than 1% of us

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complete the FFT feedback form. These are a valuable source of satisfaction information to the Practice and we should all ask for a form if we are not offered one; *there is usually a pile on the reception desk*. As PPG members we want to discuss your feedback with the Practice Manager when we have our meetings. Help us to capture a representative view of the service. Complete a form every time you visit the doctor or the nurse.

**Primary Care Networks** are a way of responding to the fact that we are all living longer; many of us with chronic / long-term conditions. The networks often include several Group Practices, community mental healthcare and local pharmacists. They work together to provide a service to the local community. At the meeting on 05 March we heard about the creation of the Spen Health and Wellbeing Primary Care Network. Over time, if you have access to the internet you will be able to keep up to date with the development of the network via the Group Practice website, and for those without internet access I will include any newsflashes in future newsletters.

At the last meeting in December we discussed the need to broaden the

PPG membership; something that the Practice has tried to do for several years, and we talked about it again this week. It is vital that the PPG is inclusive and enriched by the contribution of young people, older people, new parents, the employed and unemployed (etc) and to that end there was a discussion about a **virtual PPG**. A closed discussion group is being explored.

The final item we discussed at the meeting was **Social Prescribing**. This is being hugely successful in other parts of the country and it involves doctors and nurses linking patients with volunteers to tackle loneliness, physical inactivity, anxiety and many other issues that can be improved without the use of drugs. Members of the PPG shared information about the activities already available in our community and as a result, with the support of Emma, the PPG will coordinate a stand (in the surgery) to advertise the opportunities. [Dates to be confirmed].

**Finally - thank you to our receptionists and the prescription team. You were in receipt of praise throughout the meeting.**

The PPG next meets in June 2019. If you would like details please contact Emma Marshall.