



Peartree Practice Patient Participation Group (PPG)

Annual report 2014

1 Introduction

The PPG was formed in 2012-13 primarily as a 'virtual' group of patients who corresponded with the Practice Manager by e-mail. In 2013 the Group was invited to meet regularly on a more formal basis and was extended meeting space in the Peartree Lane premises, and notice board space in each surgery. During 2014 regular monthly meetings were held with Mary Douglas appointed as Chair. From June 2014 the Group has also appointed members to the offices of Deputy Chair, Secretary, Assistant Secretary and IT support. The latter position was necessary in order to formalise methods of communicating with the wider group of members who could not, or did not wish to, attend meetings. The PPG has also joined the National Association for Patient Participation (NAPP), a charity formed to represent PPGs and assist them with group structure, activities and information. The PPG now meets on the second Thursday of every month, and Minutes are taken and distributed, via e-mail, to all members.

Table 1: Attendance at meetings:

Date	Members	GP	Staff
12/06/14	6	1	
10/07/14	8		
14/08/14	8	1	
11/09/14	7	1	
10/10/14	5	1	
13/11/14	7		1
11/12/14	6	1	
08/01/15	7	1	1

Note: Staff is usually Practice Manager

In June 2014 a dedicated mailing process was set up and patients were invited, by various means, to join the mailing list. These included canvassing patients in waiting rooms and posters on notice boards.

Table 2: Membership of the mailing list

Month	Joiners
June 2014	7
July 2014	14
October 2014	1
November 2014	2
December 2014	5
January 2015	1
Total	30

2 Activity

2.1 Matters discussed at various meetings:

- The canvassing for patients' signatures (*see 2.2 below*) regarding the refurbishment of the Hollybush Lane surgery and the eventual letter to the local Trust as a result
- Membership of NAPP and creating the ability to distribute NAPP eBulletins to the members
- The Practice appointment booking system
- The Practice newsletter
- Notices and information for patients in the surgeries
- Feedback from attendance by members at various NHS group meetings
- Concerns about local pharmacies
- Concerns about communications between Consultants, the Practice and pharmacies
- Publication of an information sheet giving advice to patients on how to relay essential information in case of an emergency (*see 2.4 below*)
- Publication of a Who's Who information sheet identifying Practice clinical and administrative staff
- Publication of a newsheet identifying transport options to local hospitals
- Confidentiality of patient records
- The NHS 5 year plan
- The appointment of a Carers' Champion in the Practice
- The structure and Terms of Reference of the PPG
- The changes to QE2 and Lister hospitals
- NHS National Survey results for the Peartree Practice

2.2 Hollybush Lane petition

The Hollybush Lane surgery is in urgent need of refurbishment to bring it up to a clinical, administrative, and health and safety standard. The surgery is attended by a significant number of patients in the locality. The Practice wished to approach East and North Herts NHS for funding, and asked the PPG in June 2014 to assist with collecting signatures for a petition. Members of the PPG attended surgeries in the following weeks and by December 2014 over 1000 signatures had been collected and provided to the Practice. The Practice has subsequently written to more than 20 persons in local NHS organisations citing the petition results and formally requesting funds.

2.3 Attendance . . .

. . . at various group meetings by members of the PPG:

- Herts & Beds Hospital Patient Group
- Local 'Better Health' event
- Carers' Strategy meeting
- Welwyn & Hatfield Patient Commissioning Group

2.4 In case of an emergency

Discussion took place about the need for an information sheet to be produced giving advice, mainly to elderly patients, on how to have essential data readily to hand in an emergency. This would enable carers, paramedics and hospital staff to be aware of medication being taken, chronic conditions, family and friend contacts etc. Suggestions included health information bracelets e.g. *Talisman* (*web address below*), "message in a bottle" etc. This resulted in input to the Practice newsletter.

2.5 Structure of the PPG

Following the establishment of a formal Committee structure for the PPG, draft Terms of Reference have been proposed and will be discussed and formally adopted, probably in February 2015.

2.6 Communications to members

The following communications have been e-mailed to PPG members:

- Minutes of meetings *June 2014 to January 2015*
- NAPP e-Bulletins *June, August, October, November 2014, and January 2015*
- Clinical Commissioning Group (CCG) Patient Network (Quality) *August 2014*
- Patient Network Quality meeting *September 2014*
- CCG Welwyn & Hatfield Locality Board *September 2014*
- Patient Commissioning Group (PCG) meeting *November 2014*
- NHS 5 year plan
- NHS National Survey results for Peartree Practice *January and July 2014*
- Stroke Early Supported Discharge and 6 Month Reviews presentation

3 Plans for the PPG

- In April 2015 every Practice will have a contractual requirement to establish and support a PPG. The groundwork for our PPG has been laid in 2014, and 2015 will see the PPG build on this by agreeing with the Practice formal Terms of Reference, with input from NAPP. These will govern the ways in which the PPG and the Practice support each other and work together, and identify areas where the PPG can further assist the Practice.
- Whilst the current mailing list and method of communicating information to patients is adequate, it is not ideal, and it has been suggested that a dedicated web-site might be a better vehicle. This option will be explored, especially since it would probably be more accessible and inclusive than the current method.
- The Practice has in excess of 22,000 patients registered. The current physical and 'virtual' PPG membership of 30 patients is therefore not yet representative and every effort will be made to increase penetration. Canvassing for members in surgeries at various times has shown that there is a lot of interest but also certain barriers to patients being directly involved. Areas such as holding meetings at different times and locations will be explored to meet the needs of, for example, parents who cannot leave their children in the evening to attend meetings. A web-site, as mentioned above, may offer more ways for patients to become involved and interact with the PPG.
- The PPG would like to see more attendance at the various local NHS groups and meetings in order to relay information about the local NHS back to patients, and be better informed on local strategies and directions.

4 Further information

To join the PPG, or get more information, e-mail

info.peartreeppg@yahoo.com

The Peartree Practice web-site is at

www.peartree-surgery.co.uk

The NAPP web-site is at

www.napp.org.uk

The East & North Herts Trust web-site is at

www.enherts-tr.nhs.uk

The NHS Choices web-site is at

www.nhs.uk

Talisman SOS bracelets, pendants etc. (*see 2.4 above*)

www.sostalisman.co.uk