



NEWS FROM THE PATIENT PARTICIPATION GROUP

Issue 1. June 2015.

Welcome to the first issue of the Paxton Green Patient Participation Group (PGPPG) newsletter. We hope that you will enjoy it and that it will become a regular feature.

The PGPPG was formed in 2002 and was initially called *Friends of Paxton Green*. Since then it has contributed to the Practice in many ways such as giving feedback on services and helping to design leaflets at the same time as gaining understanding of how it operates.

There was an exciting change in June 2014 when the PPG became patient led and a group of four volunteers, Helen, Jane, Catherine and David, set up an inaugural committee (IC) to develop and oversee the running of the group. This includes being responsible for chairing meetings and taking minutes. Meetings are also attended by Dr Stephen Miller, Senior Partner, and Sarah Walker, the assistant Practice Manager.

At PPG meetings members have the opportunity to discuss issues affecting the Practice, give feedback about services, receive answers to tabled questions, hear news of the Practice and listen to presentations from invited guests.

All patients registered at Paxton Green Group Practice are welcome to become members of the PPG. We aim to be representative of the whole Practice population and are particularly looking for younger people to join us. We realise that it is sometimes difficult for those who are working to get to meetings and so some are

held in the evening; moreover we are always pleased to receive members' views and questions by email or in writing. All members receive minutes of meetings so that they are kept fully informed even if absent.

National PPG Awareness Week – June 1st - 6th
PGPPG's newsletter is being launched to coincide with National PPG Awareness week when PPGs throughout the country are spreading awareness of their role within GP practices; they hope to illustrate how they are working to ensure that the patients' perspective is at the heart of local provision so that services are of high quality and continually improve. At Paxton Green we are displaying posters and distributing leaflets and encouraging more patients to enrol with the group.

During the last twelve months the IC and PPG have:

- Increased membership by 40%
- Supported the Practice at Self-Care week
- Provided feedback received during Self-Care week to the Practice partners
- Produced an information leaflet about the Walk & Wait clinic
- Helped to design the patient survey
- Had a preliminary meeting about the Practice website with the IT and assistant Practice Manager
- Completed a report on the PPG for the Lambeth Clinical Commissioning Group (see <http://paxtongreen.uk/wp-content/uploads/2015/03/PPG-Annex-D-2014-2015.pdf>)

During the next twelve months the PPG plans to:

- Hold an Annual General meeting for members in July
- Hold an election at the AGM to replace the Inaugural Committee with an elected Steering Group
- Support the Practice in a campaign to reduce the number of unattended appointments (see below)
- Look at all forms of communication including information sheets, noticeboards and website
- Promote Health and Well Being

Unattended appointments

For those who wish to see a GP on the day, the Practice holds a Wait and Walk Clinic. Otherwise appointments can be booked in advance. Some people complain that they have difficulty in getting a booked appointment. But did you know that 14% of GP appointments and 10% of all appointments are not kept? This means that if these were cancelled, 140 more GP appointments would be available each week, thus significantly cutting down waiting times. So if you want an appointment system that works, please play your part and remember to cancel any appointment you no longer need. Appointments can be cancelled by telephone, email or in person. If receiving a text reminder will help you keep track of your appointments, please request one when booking.

News from the Practice

From March 31st 2015 it became a contractual requirement for practices to provide on line access for patients to book appointments, order repeat prescriptions and access their records. Those wishing to access their records will need to complete a registration form and provide two proofs of identity.

On June 15th the new NHS e-Referral Service will aim to succeed the current Choose and Book system. Patients have the right to choose which hospital they are referred to, giving them the choice of date, time and place of appointment and the means to book on-line, by telephone or at the GP practice.

The Citizens Advice Bureau is running a pilot at the Practice. Advisors and Advice Guides are available on Mondays and Tuesdays to give advice on problems including finances, debt, housing, benefits, drug and alcohol abuse.

Following the retirement of Dr Louise Michell, Dr Alex Mackay will be joining the Practice as a new Partner in July.

Other News

Over one fifth of the Practice's patients are under 16. NHS England has developed 12 digital badges on a safe *Makeswaves* website for 5-16 year olds as a way for them to find out more about healthcare, share their views and get involved in their own health and be rewarded for their achievements (see www.makewav.es)

Diary Dates

July 13th at 5 pm. PPG meeting including AGM
September 21st at 3pm. PPG meeting
October Flu jabs for eligible patients
November 9th at 3.30pm. PPG meeting
November 16th -22nd. Self-Care week

We hope that you have found this newsletter informative and would be pleased to receive any comments handed to Reception or emailed to us via paxton@paxtongreen.nhs.uk

To join the Patient Participation Group, please enrol at Reception.