

Our failures

- We have been fortunate so far in that the only issue raised we have not been able to remedy, is that of attracting GPs to east Lancashire. We are still looking for some way we can persuade GPs to come to Haslingden – a lovely place with lovely people, good schools and quality housing.

What are we doing now?

- We are concentrating on recruiting members. Particularly we need more parents with young children and young people.
- Aware of the consequences of the changes to primary care we seek ways of sharing the learning simply. The new models are different, look different, different names, different people, and different ways to access.
- Consolidating and simplifying the core role of the PPG to enable our practice population to benefit from our being.
- Becoming more visible and effective in the health centre.
- Social prescribing is the name for non-medical participatory initiatives which can be active or passive but can be of enormous benefit to people with long term conditions, mild to moderate mental health problems, depression, loneliness, carers and people with dementia. The Community Directory lists over 2000 places to go, people to see and things to do. Dr Mackenzie is keen we promote this in the health centre and offer a cup of tea with gentle diversions and distractions. We will be doing this twice each week from May 2016. (See directory section.)
- We have designed a short common sense training programme for people who would like to be involved as mentors. The menu covers confidentiality, personal safety, dementia awareness, listening skills etc. We need to identify a small funding pot.
- We are planning two local events for everyone subject to our finding some funding:
 - a. What the NHS and Lancashire County Council provide in primary care and social care – information, demonstrations, goodies from various – EG Falls, Smoking, Reading
 - b. What is available from the Community Directory – organisation stands – include the special things on offer in the community such as local firms that offer deals for old people or single people cooking ideas – having Tesco and Asda to follow up what was suggested previously
 - c. Taster sessions of things to do – yoga, painting, crafts, cooking
- We want everyone registered with Dr Mackenzie and Partners and their staff to be fully conversant with what is available, know what it can do for them, know where it happens, when to use it, how to access it and have the best possible health experience.

The PPG and the Community Directory

CONNECTING OUR COMMUNITY

www.reald.co.uk

A central repository of current information about activities, groups and services with links to what we need to know when living and working in Rossendale. Connecting Our Community, identifies non-medical 'things to do and places to go.' It can promote social prescribing, combat loneliness and support many long term conditions. In addition, in partnership with Rossendale Clinical Commissioning Group (CCG) and the local authority there is a much wider availability of useful information. Easy to use, compatible with touch screen technology. Highly visible pages, adjustable fonts, simple yet informative. Designed to provide a wide range of community information and supported by the Patient Participation Groups of Rossendale GP practices. Funded by REAL with support from a National Lottery grant.



Dr Mackenzie and Partners Patient Participation Group



What is the Patient Participation Group (PPG) about?



The Online Directory CONNECTING OUR COMMUNITY

www.reald.co.uk

Patient Participation Groups

The purpose of the Patient Participation Group (PPG) is to ensure that patients and carers are involved in decisions about the range, shape and quality of services provided by their practice. Anyone registered with Dr Mackenzie and Partners can be a member of the Patient Participation Group (PPG).

The Role of the PPG

- Being a critical friend to the practice
- Advising the practice on the patient perspective and providing insight into the responsiveness and quality of services
- Encouraging patients to take greater responsibility for their own and their family's health
- Carrying out research into the views of those who use the practice
- Organising health promotion events and improving health literacy
- Ongoing communication with the patient population

Who are the PPG?

The PPG is a group of patients/carers who meet six times a year with representatives from the Practice to look at ways of improving services. The Patient Participation Group is there to listen, and communicate your views about the practice. We want to know what you think and feel.

The PPG needs people of all ages to be the voice of the patients. Attendance at meetings is not compulsory. We presently have a membership of 50. About 2/3 of our members are virtual. These members do not attend meetings but contribute their views, issues and concerns on line and contribute to surveys, consultations in the same way. Finding the right time for meetings and even the abhorrence some have of meetings, make virtual membership ideal and ensures all have the opportunity to participate.

Why do we have a PPG?

Because it is a mandatory provision! At Dr Mackenzie and Partners we had one before it became yet another obligation. We are there for all the reasons stated but look further and beyond. The NHS is constantly changing and keeping up with the change is difficult. Unless we pay attention, the changes may not be in our best interest.

That's why we ensure we respond to all consultations and keep abreast of the implications of service loss and new interventions. The following statement is very relevant. "The NHS needs stronger, local, well-resourced GP services, offering a wider range of services". Patients need to know what these are, where they can be accessed and as they are developed have a say in whether the proposed model is appropriate for Haslingden the place and the people living there.

What do we do?

We can be approached by anyone registered with Dr Mackenzie and Partners and will listen to any issues and concerns. To the extent of our experience we ensure the matter is addressed. **What we do not do** – is deal with complaints. There is a procedure in place and we will direct anyone with a complaint to the procedure. We are keen not to be a 'talking shop' so we have a wide interest. We are very fortunate that our practice is forward thinking and we are welcome. There is open dialogue and two way traffic. The PPG is run by and for patients. There is a representative from the practice at each meeting and depending on the agenda, others will attend if invited for a particular agenda item. Practice staff receives all our minutes and shared information and are welcome but we are not limited in any way by association. All we do is in the public domain and can be found on our page on www.reald.co.uk. We are presently consolidating prior to expanding our remit which can be found later in this leaflet.

However –

What have we done?

Our actions and activities in 2015

- Learned more about the Practice and its workings and with the Doctors and staff been able to achieve some changes suggested by patients.
- The appointment system now makes advance bookings possible and more 'on the day' appointments have been freed up.
- We fully understand why there's a shortage of GPs and despite great effort, the posts are still vacant.
- Patient Survey – good response – 92% positive. Issues:
 1. Q. Could the reception area be more child friendly?
A. Building manager – No – Health and Safety.

2. Q. PPG members should be better able to address issues.
A. REAL have provided a dedicated PPG area in the Directory which addresses this issue.
 3. Q. Is there an alternative to personal presentation for repeat prescriptions?
A. Yes, now all repeat prescriptions can be ordered on line. A few exceptions in relation to specific drugs.
- Suggestion box – Raised at meetings.
 - TV Screen – Installed to show a rolling programme of information for patients.
 - Dementia Awareness – We ran a session in July and followed by an opportunity to attend the Virtual Dementia Experience. We hope to do these again.
 - Recruiting for the PPG – A number of us were at the Flu Clinics and the idea of joining was well received. We need a wide age range of members so as many people as possible know what is available and how to access it. We will continue to promote the PPG. Information and reply cards are at Reception.
 - The NHS Changes – **"stronger GP services, resourced"** The changes to Primary Care are extensive but we believe it imperative we know and understand what they are and what is available to us. If we don't know then we cannot use. We run the risk of losing different and better services. We are concentrating on:
 - CONNECT & PRIORITISATION – All about joining up Health and Social Care, bringing more hospital services into the surgery and encouraging patients to be more informed and involved.
 - THE INTEGRATED WELLBEING SERVICE – was HELP DIRECT – Another important initiative high on our agenda.
 - DEMENTIA – We have a champion. This month we successfully piloted Calm Colouring. We'll do it again.
 - We loitered in the waiting room hoping many would engage with us. A number of minor issues were raised which we referred back. Changes in where care is available, delivered, how and what for; we agree that as members of the PPG some of the issues raised could be exacerbated because of what 'we don't know'. The REAL addition to the Directory has mitigated this so we are better informed and more useful.