

Hightown Surgery

Patient Participation Group

Hightown PPG - where is it now?



Hightown Surgery has had a virtual patient reference group (PRG) of about 25 patients for three years. The group did not meet up in person but communicated with the practice by email. The aim of the group was to provide an additional means by which patients could be consulted about decisions concerning the range and quality of services provided by the surgery.

Following an approach from the one of the members of this group in November 2013, the practice invited members of the PRG to meet to consider forming a patient participation group (PPG). Six of the eight who had expressed an interest met, on 14th January 2014, with the practice manager. They decided to

- Form a PPG run by its members with the support of the practice, including attendance at meeting by the practice manager and a partner.
- Propose terms of reference for the group based on examples from other groups
- Join the National Association for Patient Participation (NAPP); application to be made by the practice
- Meet regularly between three and four times a year.
- Support the 2014 annual patient survey by attendance in the waiting room encouraging patients to complete the survey.
- Persuaded Chris Wardley to be chairman for the time being.

The group met again on 11th April 2014, attended by Di Stringer and Dr Cornwall. The group considered

- The aims and objectives of the group but without being able to agree a document
- Reports from the practice on a number of current issues
- The success of support for the patient's survey in that 266 survey forms had been completed compared with 124 in 2013.

Over six weeks in June, July & August the group attended in the waiting room in support of the Royal College of GPs and NAPP national campaign "Putting Patients First" including a petition which was signed by over 300,000 nationally and over 800 in the practice (being one of the highest by a practice). The group also recruited ten new members.

Ten of the sixteen strong group is to meet on Wednesday 3rd December 2014, attended by Di Stringer and Dr Paul Park when again reports from the practice will be considered and terms of reference will be debated which include

Aims:

- To strengthen the relationship between the practice & its patients and to assist the practice in continuing to improve its provision of healthcare whilst ensuring that patients are at the heart of decision making.

Objectives:

- be a patient voice: promoting a patient led culture including by;
- Providing a choice of medium for patients to give feedback & comments about the practice
- Developing community profiles & engagement, and collect community intelligence
- Using information from patients to discuss problems and potential improvements with the practice
- Supporting the Care Quality Commission inspection process
- Contributing to a patient newsletter
- As appropriate, representing the patient voice beyond the practice

An important item on the agenda is the practice's plans for on-line services to be implemented in 2015.

A report of this meeting will appear here shortly.