

P.N.T.



PREMIER HEALTH TEAM



PATIENT PARTICIPATION GROUP

Bridgewater Medical Centre, Henry Street, Leigh, Lancashire. WN7 2PE.



P.P.G.

Chairperson: Peter Cain

Secretary: Molly Ainsworth

Treasurer: Dave Liggett

PPG ANNUAL REPORT - April 2014 - March 2015

The practice annual survey took place for a four week period during January and February 2015.

Although 150 copies were given to patients, the number of completed surveys was the lowest response we have had since these surveys were introduced.

Some patients refused to complete the survey and commented that they were being asked to partake in too many surveys and mentioned the Family Friends Test and the GP Survey sent out in the post.

From the results of the survey, an Action Plan Meeting took place between members of the PPG and the Practice on 24th February 2015. Based on the results of this survey and other feedback throughout the reporting period, the following three priority areas were agreed:-

1. To reduce the number of patients who did not attend for their appointments.
2. To work with Public Health to promote within the surgery health improvement campaigns
3. To work with patients to encourage booking appointments, ordering prescriptions and accessing patient records on-line.

The PPG continues to meet regularly on Monday evenings in the Bridgewater Medical Centre. Listed below are some of the guest speakers who have attended our meetings:-

GUEST SPEAKERS AT OUR MEETINGS

1) Speakers on Care.data

The PPG held an extraordinary meeting on 4th September at which the new Care Data was discussed at length. The committee expressed very strong reservations about the exercise. The main concerns were:

- Patient data, including unique identification (the NHS number) is to be collected by default, with patients having to opt-out if they do not wish to have their data shared.
- The responsibility for the communication of this has been left to individual practices, with only a short window for contacting patients and actioning their wishes.
- The official website that patients are referred to is phrased in such a way that obscures important implications, and this arouses suspicion - the FAQs etc do not address the genuine concerns regarding confidentiality and security, the use of personal data, the future ownership of the information etc.

- No re-assurances given that the data will be held under UK law rather than processed under other jurisdictions

In December Andy Burnham, Labour Shadow Health Minister, NHS England's National Director for Patients and Information, came to discuss our concerns re. Care. Data but he was not able to ease our concerns but he promised to try to get Tim Kelsey to come to a meeting with us. A number of meetings were arranged and then postponed, but the meeting finally took place on the 5th September of this year. He was accompanied by Janet King, Regional Head of Intelligence (North) at NHS England. They listened sympathetically to our concerns and were able to give assurances that our worries would be solved. All members attending felt the meeting was successful and thanked Tim and Janet for attending.

- 2) At our meeting on 4th March, Claire Roberts, Assistant Director of Wigan Borough CCG., spoke about the ASK3 questions scheme with leaflets provided to issue to patients and a pop up notice for our reception. Smaller notices are available and it was suggested they be fixed to each doctor's and nurse's doors for maximum publicity and may prompt questions. The ASK3 scheme will promote awareness of referral options via the practice nurses or the doctors and shared decisions for treatment particularly those sensitive to your circumstances. ASK3 questions leaflet is available from the reception and will be included when patients are referred to the hospital.
- 3) At our meeting on 7th July Sharon Seaton came to talk to us about Age UK Wigan Borough which evolved from Age UK and Age Concern amalgamation. She gave a very enthusiastic and interesting talk explaining their services offered and also told us that another source of assistance explained the Handyman Service is for small jobs which senior is Pensioners Link in Church Street Leigh and they are also at Leigh Town Hall on Fridays.

Age UK gives advice and information on a range of matters outlined in their brochure which is available in our practice reception. She citizens are unable to do for themselves such as changing light bulbs. If a

number of small jobs can be done at the same time this would be taken as one job and the fee would be £15 per hour per person. Larger jobs such as fence work and gardening come under Care and Repair and this is charged at a reasonable rate by competent and trustworthy volunteers, In addition if a contractor does work which is considered unsatisfactory Age UK will inspect it and confront the contractor on your behalf to get it sorted.

Sharon then explained the befriending service was for people living alone who feel isolated and need some human contact even if it is only a telephone call or walking their dog.

There is free legal advice (15 mins).

Travel Insurance can be obtained through AGEUS for older people and other insurances are also available.

Age UK can also support in benefits tribunals by being present although not able to actually speak (this is known as being a McKenzie friend),

Bright Days is to encourage people to come out into the community by offering various clubs and outings at their request such as computer courses, choirs, Soul nights or swimming sessions.

Age UK also have a hospital visiting services and help people with shopping when leaving hospital. Age UK is partly funded by Wigan Council and partly by the National Lottery. They have only one full time employee and some part time but 90% of the workers are volunteers. Age UK have experienced difficulty in making the public aware of the services available so any assistance would be appreciated.

David suggested Bedford School could be a location for functions and meetings for young and old and will develop this idea with Sharon.

- 4) Carol Sankey gave an interesting presentation about the Think Ahead community Stroke Group. The **Think Ahead Community Stroke Group** offers help to **Stroke Survivors**, their families and carers across **Wigan and Leigh** to improve the quality of their lives by providing friendship, information, advice, support and education, together with opportunities for interaction with other members by organising outings respite breaks and appropriate social activities. Many of these activities are organised by people who have suffered strokes.

ACTIVE LIVING WALKS.

Our walks have now reached its 2nd anniversary. About 30 people have taken part on various occasions, 20 is our record on any one day. All the walks are checked for any health and safety problems beforehand. The Active Living Walks consist of 60 minute walks(though these are shortened if it is raining heavily) encouraging people who would like to involve themselves in being more active but would like to do so with others so that it is a social event as well (some of us go for a coffee afterwards).

MISCELLANEOUS ITEMS.

MONEY RAISING EVENTS:-

- 1) Children in Need (November 2013) raised over £200.00 on the Raffle and there was some additional money for cakes/tombola etc.
- 2) Coffee morning to support Macmillan nurses (September 2014) raised over £45.

COURSES ATTENDED:

The Chairman and Practice Manager attended a number of meetings about “Healthier Together” - a major review across Greater Manchester on the future of health and care services.

ADDITIONS TO OUR WEBSITE:-

- 1) Information for Diabetic Patients – including a practice letter.
- 2) Results/analysis of the Practice Surgery.
- 3) Care.Data Information.
- 4) Ask 3 Questions.
- 5) Healthier Together documentation.
- 6) Patient Access to Medical Records

THE MEDICAL INFORMATION FOLDERS AT THE RECEPTION DESK have been “up-dated”.

Report compiled by Peter Cain.