

## HANDFORTH HEALTH CENTRE PATIENT PARTICIPATION GROUP (PPG)

Practice Lead : Carey MacKenzie

Date: 19.3.19

Chair : Ken Scott (Patient)

The Practice has had a PPG since October 2006 and a “virtual” email group (PRG) since April 2011

The PPG meets approx 4 times a year. The meetings are usually attended by a Partner, the Manager and Asst Mgr, and a Receptionist. Between meetings the group members communicate with the practice and each other by email. Communication with the “virtual” group (PRG) is by email.

Membership numbers:            PPG = 10   PRG = 6

Detail the gender mix of practice population and PPG/PRG:

%	Male	Female
Practice	50%	50%
PRG/PPG	50%	50%

Detail of age mix of practice population and PPG/PRG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	19%	7%	13%	13%	14%	13%	11%	10%
PRG/PPG	0	0	0	0	19%	6%	56%	19%

Sources of feedback which are reviewed with the PPG:

FFT survey, NHS Choices website (Mori Poll), CQC inspection report, feedback from E.C. HealthVoice meetings, PPG suggestion box in front porch, Healthwatch Survey responses.

### Steps taken to ensure that the PPG is as inclusive as possible:

We have advertised for both PPG and PRG members using as many different methods as possible, including posters, prescription messages, messages on the Practice telephone greeting message, our website, recruitment drives in the front porch, PPG newsletters, letters written directly to patients nominated by GPs, and promotions during PPG Awareness Week. At one stage we targeted young Mums attending Baby Clinics, in an attempt to widen both age and ethnic mix. 6 members of our PRG/PPG have a disability

## Action plan priority areas and implementation

### Priority area 1 Description of priority area: Helping the lonely

- The PPG decided this year that helping the lonely should be a priority
- A sub- committee has been working on producing a booklet aimed at “reconnecting” people through interest, activity and hobby groups in Handforth and Wilmslow
- Meetings have been held with the Bollin Partnership and Poynton Group to inform the sub-committee
- They have applied for funding to meet the costs of production and reprint, and opened a bank account and appointed a Treasurer to facilitate this process. The group is aiming to produce 10,000 copies
- The aim is to distribute the booklet as widely as possible, through surgeries, dentists, libraries, churches etc, and not just restrict it to our patients. We also hope to make it available on the HHC website
- The sub-committee has tried to make contact with groups or individuals who could help circulate the booklet
- The Practice Manager has spoken to other PMs about having copies of the booklet in their practices
- The PPG invited a representative from New Leaf to attend the Feb 2019 PPG meeting. New Leaf is an organisation that helps people take control and change their lives

### Priority area 2 Description of Priority Area : Health promotion

- This compliments the above project
- We have tried to engage in Health Promotion through establishing a link with One You. One You now regularly has a presence in our front entrance porch to promote healthy eating, exercise, stop smoking, alcohol reduction, and they also attended our 2 Saturday Flu clinics this winter.
- We have embraced the new “Self Care” initiative via our 6 monthly Newsletters and our website. The PPG gave us feedback on the Self Help pages on our website, which we duly acted on.
- Our recently launched 6 monthly newsletter has included many Health Promotion items (Self care, Blood donation, Bowel cancer screening, One You health promotion, Dementia café)
- Our PPG Chair attended the CHAW Care Community Launch Event with the Practice Mgr in Sept 2018, and we also invited the Chelford PPG Chair to our Feb 2019 meeting, in order to better understand the objectives and offer a wider shared patient perspective

This is what our Patient Participation Group has achieved since it started in 2006.....

1. Asked us to repaint the disabled parking spaces (which we did)
2. Asked us to improve the car park surface (which we did)
3. Asked us to improve the patient information available for Users of Hearing Aids (we liaised with Macclesfield Audiology to achieve this)
4. Asked us to bring forward the introduction of online repeat prescriptions and appointment booking (which we did)
5. Organised two Age Concern events to promote the services available to older patients
6. Produced several Patient Newsletters
7. Promoted the "Message in a Bottle" scheme (emergency medical info)
8. Produced a Directory of Local Services for Patients (available from Reception) which has also been passed to the Care Coordinators for CHAW as it is so useful
9. Has an ongoing relationship with Cheshire Carers to assist in identifying Carers and promoting the services available to them. The practice has nominated a Practice "Champion" for Carers
10. Helped set up the "Caring with Confidence" courses at Handforth Clinic (for Carers)
11. Asked us to improve our website (which we did)
12. Met with a representative from the Deafness Support Network re improving services for the Deaf and Hard of Hearing. The practice followed this up with another meeting with Linda Gill.
13. Asked us to promote the use of online services (which we did) including promotion of Emisweb App
14. Supported and promoted a Quit Smoking campaign
15. Organised an evening open to all patients to talk about GP Commissioning, presented by the Practice based Commissioning Manager for CECPC in 2011
16. Asked our Dietitian to put on a Healthy Eating event (which she did)
17. Actively participated in the PPG Awareness week in June 2013
18. Has organised several recruitment campaigns to recruit new members to our group, including a questionnaire for young Mums
19. Asked us to put a link to HHC website on the NAPP website (National Association of Patient Participation)
20. Produced a summary of local pharmacy services, and asked us to promote the Minor Ailment scheme and the Collect- Direct scheme
21. Asked us to remove the Family and Friends survey (FFT) from our website and use an inhouse paper version instead and asked us for better promotion of FFT (which we did)
22. Asked us to improve reliability of electronic check in (we bought a new one and all teething problems now resolved)
23. Established a dedicated PPG section on our website, including minutes of every meeting and spreadsheets on our projects
24. Asked us to carry out an in depth review of our telephone system which we did June-Sept 2015 and which resulted in the decision to purchase a new telephone system in March 2016
25. Facilitated a Digital Event at Handforth Library in October 2015 to help patients access health resources online
26. Invited Gill Hooper (Dementia Champion) to our meeting and arranged awareness training session for practice staff
27. Asked us to increase the number of appointments available online, which we did
28. PPG members helped with trial of new Patient Access extended online services. To enable the practice to iron out teething problems
29. Produced a Practice Newsletter for Patient Participation Awareness week 6-10 June 2016
30. Invited Healthwatch to the Practice in January 2017
31. Encouraged the practice to take a more proactive approach to DNAs (Did Not attend), which we have. A new policy of writing to patients has been implemented. This was reviewed again in 2018 and more strongly worded letters have now been approved.
32. Updated Directory of Local Services (see 8 above) to maintain accuracy and relevance
33. Produced a Practice Newsletter (March 2017) to highlight the PPG's 10 year anniversary and update patients on practice news. Produced another Newsletter in time for Oct/Nov flu clinics 2017
34. Asked the practice to use the Saturday Flu clinics in Oct and Nov 2017 for health promotion (we invited One You, Cheshire East and Dementia Friends). One You also now attends regularly for patient sessions in waiting room
35. Helped the practice review its Self Care info on its website. Amendments duly made Nov 2017
36. Has now committed to helping to produce a Newsletter every 6 months
37. Jan 2018 meeting – reviewed and updated the PPG Terms of Reference
38. PPG Chair attended CHAW Care Community Launch Event with Practice Mgr (Sept 18). Discussing how CHAW practices can work more closely together.
39. The PPG is currently (Jan 2019) working on a booklet designed to help people who feel lonely or anxious. The aim is to secure funding to meet the costs of producing 10,000 copies
40. Representative from New Leaf attended Feb 2019 PPG meeting
41. Invited Chelford PPG Chair to our Feb 2019 meeting, to encourage wider exchange of opinion and objectives within the CHAW patient group