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| graphics2 | QUEENHILL MEDICAL PRACTICE  PATIENT PARTICIPATION GROUP |
| Newsletter - June 2017 | The Queenhill Medical Practice PPG is affiliated with  theNational Association of Patient Participation and |
|  | **June 19 – 24 2017**  is  **Patient Participation Awareness Week** |

**Q. What is Queenhill Medical Practice Patient Participation Group (QMP PPG)?**

**A.** It is a selection of patients and practice staff who meet at mutually agreed intervals. It serves as a link between the Practice and its Patients by sharing information and is a forum for Patients to engage with the Practice. Discussions about services and facilities offered by the Practice to the Patients ensures that the voice of the patient population is heard. A ‘virtual’ group of patients is also linked to the ‘real’ group enabling a dialogue through e-mail with a wider patient population.

An individual’s medical condition is not discussed and the PPG is not a forum for complaints or personal grievances.

**Q. Who can be a member?**

**A.** Any adult patient registered with the Queenhill Medical Practice.

**Q. What would my commitment be?**

**A.** To give your opinion and, if you are able, to attend meetings although there is no obligation to attend.

**Q. How often does it meet?**

**A.** The PPG meets four times per year at the surgery. Minutes are displayed on waiting room notice boards and the Practice website (*www.queenhillmedicalpractice.nhs.uk*)

**Q. What experience/ skills/ qualifications do members need?**

**A.** No experience, skills or qualifications are necessary. If you are a patient and are prepared to share your views on helping to improve the practice then we would like you to join the PPG.

**Q. How can I become a member?**

**A.** Complete the form and post it in the box provided or email the QMP PPG Secretary ([queenhillmedicalpracticeppgsec@gmail.com](mailto:queenhillmedicalpracticeppgsec@gmail.com)), a member the Practice Admin Team ([claire.25turner@nhs.net](mailto:claire.25turner@nhs.net)), the Practice Manager ([lynne.poole@nhs.net](mailto:lynne.poole@nhs.net)), or ask at Reception.

**Q. Do I have to become a PPG member to contribute?**

**A.** No. The Group welcomes ideas, thoughts and questions from all patients. To contribute, please contact the QMP PPG Secretary ([queenhillmedicalpracticeppgsec@gmail.com](mailto:queenhillmedicalpracticeppgsec@gmail.com)).

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**Queenhill Medical Practice Patient Participation Group**

**Review June 2016 – June 2017 (summary)**

NHS England has made it a contractual requirement for every General Practice to have a Patient Participation Group (PPG). The QMP PPG met four times during the year when it discussed matters that affect the Patients of the Practice. All Meetings were attended by at least one member of the Practice Staff which ensured that the Patients’ point of view was considered and collaboration continued. Minutes of all PPG Meetings were recorded and published on QMP notice boards and on the website ([www.queenhillmedicalpractice.nhs.uk](http://www.queenhillmedicalpractice.nhs.uk)).

Throughout the year, the PPG continued to recommend use of the Practice website which provides Patients with the opportunity to book and, just as importantly, to cancel appointments and to order repeat prescriptions. The website is a useful source of information about the Practice and the latest news on medical matters.

At the Autumn Flu Clinic 2016, some Members of the PPG supported the Practice staff and handed out a Practice survey request to those attending. They also took the opportunity to talk to Patients about the PPG and 55 more names were added to the Group’s Membership.

As the number of older patients within the population of NHS users continues to rise, the PPG has been following the proposed policy change regarding patient care for the over 65s. The proposal is that a number of collaborating agencies provide an integrated system of care. The system is quite complex but, theoretically, it would help to avoid hospitalisation or, if hospitalised, patients would be discharged more quickly with full support in their own home thereby freeing-up bed space in hospitals. Integrated Care is a feature of the South West London 5 year Forward Health Plan and, currently, is still in the planning and pilot phases.

With older Patients in mind, the PPG welcomed a presentation by a representative of two local Neighbourhood Care organisations - Contact Selsdon and the Selsdon Centre for the Retired which focus their activities on supporting and enabling independent living at home. The majority of their users are aged over 70 years.

Currently, the Group and the Practice have particular concerns regarding the number of Patients who miss appointments. This is costly in terms of both time and money and inconsiderate as another Patient could have benefitted from the appointment time. The leader of the QMP Reception Team attended the most recent PPG Meeting when she gave an insight into ‘a day in the life of a GP receptionist’. She emphasised ‘KEEP IT or CANCEL IT!’ Patients should take responsibility for their appointments. If, since booking the appointment the Patient’s need has changed, the Patient should cancel the appointment to allow that time to be offered to someone else.

With the intention of reducing the number of unnecessary GP appointments and inappropriate visits to A & E, the QMP PPG has continued to encourage Patients to use other NHS services that are available in the local area. For example, ‘Pharmacy First’, three local GP Hubs (which became operational on 1 April 2017) and for those wanting to use the internet, then [www.healthhelpnow.nhs.uk](http://www.healthhelpnow.nhs.uk) or the free Health Help Now App is recommended.

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Queenhill Medical Practice Patient Participation Group

WELCOMES ALL PATIENTS TO JOIN IN DISCUSSIONS

Next Meeting:

Tuesday, 25 July, 2017 at 6.30 pm

Not able to attend Meetings but interested in matters that affect Patients?

Please post your contact details (e-mail address) in the box provided and you will be kept informed.

*Also, for information, check the waiting room notice board or the website:*

[www.queenhillmedicalpractice.nhs.uk](http://www.queenhillmedicalpractice.nhs.uk)