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| graphics2 | QUEENHILL MEDICAL PRACTICEPATIENT PARTICIPATION GROUP |
| Newsletter – June 2018 | The Queenhill Medical Practice PPG is affiliatedWith theNational Association for Patient Participation |
|  | **4 – 9 June 2018**is**Patient Participation Awareness Week** |

**What is Patient Participation and what does the Queenhill Medical Practice Patient Participation Group do?**

Any registered Patient, aged over 16 years, is a Member of the Queenhill Medical Practice Patient Participation Group (QMP PPG).

Some Patients who are particularly interested in health and healthcare issues attend Group Meetings that are held at the surgery. Meetings are attended by at least one Member of the QMP Staff and discussions flow freely. However, Meetings are not a vehicle for resolution of any Member’s own personal issues.

The Group’s focus is always to look at ways and means of making a positive contribution and to implement changes to the services and resources offered by the Practice to its Patients. It also plays a major role in communication between the Practice and its Patients and strives to communicate with as many members of the patient population as possible.

Some Patients who have given their e-mail address to the Group are involved without attending Meetings.

**Need more information? There are several ways for you to find this:**

1. Using the Queenhill Medical Practice website ([www.queenhillmedicalpractice.nhs.uk](http://www.queenhillmedicalpractice.nhs.uk)) follow the link ‘Join our PPG’ to the online sign up form
2. Get in touch by e-mail with:

the Group’s Secretary (queenhillmedicalpracticeppgsec@gmail.com)

Or a member the Practice Admin Team (claire.25turner@nhs.net), the Practice Manager (lynne.poole@nhs.net), or

1. Ask someone at Reception
2. **Come along to the next QMP PPG Meeting**

 on

**Tuesday, 31 July 2018 at 6.30 pm**

at

**31 Queenhill Road** (upstairs waiting room).

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**Queenhill Medical Practice Patient Participation Group**

**Review June 2017 – June 2018 (summary)**

NHS England has made it a contractual requirement for every General Practice to have a Patient Participation Group (PPG).

During this last year, the QMP PPG remained affiliated with the National Association for Patient Participation (N.A.P.P.) and held four Meetings. All QMP Patients aged over 16 years were invited to every PPG Meeting. Generally, Meetings were attended by a core group (most often about 10 in number) and at least one member of QMP staff. Minutes of Meetings were made available to all Patients via e-mail circulation, display on the waiting room notice boards and on the Practice website ([www.queenhillmedicalpractice.nhs.uk](http://www.queenhillmedicalpractice.nhs.uk)).

Following, switching to a new IT systems service provider, QMP gave its website a makeover and the PPG has continued to recommend it to Patients as a useful source of information about the Practice and the latest news on medical matters. Online services provide Patients with the opportunity to book and, just as importantly, to cancel appointments, allows for the ordering of some repeat prescriptions and gives Patients access to their medical records.

Throughout the year, the Group and the Practice have continued to monitor the number of Patients who miss appointments. Missed appointments are costly in terms of both time and money and inconsiderate as another Patient could have benefitted from the appointment time. With the introduction by QMP of a text reminder messaging system which also provides a Patient with the opportunity to cancel an unwanted appointment, the number of missed appointments has been significantly reduced.

At the Autumn Flu Clinics 2017, Members of the PPG supported the Practice Staff and handed out a 26-question Patient Satisfaction Survey. They also took the opportunity to talk to Patients about the PPG and more names were added to the Group’s ‘Virtual’ Membership. The Patient Satisfaction Survey was also made available to Patients during normal surgery hours. The responses to the questionnaire were analysed and, in most instances, Patients had responded positively regarding their experiences of the Practice. The results of the survey were discussed with QMP Staff.

At the end of November 2017, at the invitation of the PPG, a representative of the Croydon Carers’ Information Service gave a presentation to Patients at Queenhill Medical Practice. Those who attended were impressed by the wide range of services, activities and support that this service offers at its centre in George Street, Croydon. As a consequence, the PPG has encouraged the Practice to direct Patients and carers to this service. Reference copies of comprehensive information packs are now available to view at the surgery. The support centre’s website (<http://www.carersinfo.org.uk>) provides the opportunity to sign up for regular e-bulletins of latest news, events and information.

Early in January 2018, QMP was inspected by the Care Quality Commission and all services were rated as ‘good’. The Inspectors’ report is available on the QMP website > Care Quality Commission and states:

*The practice involves patients, the public, staff and external partners to support high-quality sustainable services.*

*• Patients’ and staff views and concerns were encouraged, heard and acted on ………………*

*• There is an active patient participation group.*

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Queenhill Medical Practice Patient Participation Group

Next Meeting: Tuesday, 31 July, 2018 at 6.30 pm

ALL PATIENTS ARE WELCOME TO JOIN IN DISCUSSIONS