

# **AGM of the Romney House Patient Participation Group (PPG)**

**Held on Tuesday 27 May at 7 pm at the Surgery, Long Street, Tetbury**

## **Chairman's Report**

We are now into the third year of the PPG and the committee has met every month with the exception of August. We have recently changed our meeting venue from the Snooty Fox back to the surgery which better suits our needs. In addition to committee meetings there have been small meetings of various working groups. Sadly some members of the committee have resigned since last year for a variety of reasons. We thank them for all they have done since the inception of the PPG and urge any member who would like to come onto the committee to get in touch with me. We are conscious of the fact that, with three exceptions, the committee is made up of retired people and we are seeking ways to address this and get some younger members both onto the PPG and onto the committee. The committee would also benefit from having on it carers and patients with disabilities. In this way we would really feel that it was representing all patients. As for skills we especially need someone with computer skills to keep our data base of members and mail them when necessary and someone to minute committee meetings.

This year has seen a lot of change at the surgery with Dr Kirby's retirement after many years at the practice. The PPG wishes her every happiness in her future life. In her place two new part time doctors have been appointed, namely, Drs Nicola Swanborough and Brian Willis. We hope they will be very happy at the practice and remain for many years to come. Ian Wallis, the practice manager who gave much help to the PPG, also left and his place has been taken by Kesh Makhecha who is also assisting the PPG in any way he can and is always present at our committee meetings as are often one of the doctors. Our thanks are extended to them for their support and to other members of the surgery staff who help us in many different ways.

The PPG conducted the third Patient Survey in February 2014 which was masterminded by Pauline Foster who will report on it later in this AGM. Suffice to say here that we held it in the same month as the previous two, namely February, surveyed approximately the same number of patients, just over 500, and asked some of the same questions for comparative purposes. I am pleased to report that overall patient satisfaction is good. Our thanks are very much due to Pauline for all the work she has done on the survey and thanks is due also to those members of the PPG who came into the surgery and encouraged patients to complete the questionnaire and helped them where necessary.

The previous two years surveys left some outstanding issues and we are thankful that many of these have now been addressed by the practice:

- Chairs with arms in the waiting areas are now reserved for patients who need help when getting up.
- Appointment delays are now notified on the Check-in Screen and the receptionists advise those patients who check-in at the desk.
- Notices, leaflets and toys are all now monitored to ensure that they remain current and relevant.
- Water is available to patients on request but a water chiller is not practical.

- Delays to Surgery start times because of emergencies are communicated to patients by the receptionists.
- Key messages will continue to be conveyed to patients by the existing screen and LED board.
- The front door will not be wedged open during cold weather because of heat loss but a bell has been installed at wheel chair height for those patients finding it difficult to access the surgery.
- A new and simpler process for communicating test results to patients has been formulated and this will be conveyed to patients in June.

The PPG continues to write a monthly piece in the Tetbury Advertiser and this has recently become a joint article with the practice. As the Advertiser goes to every house in Tetbury and the surrounding villages it is a very good medium for getting practice information to patients. Many patients tell us that they have learnt more about Romney House Practice from our Advertiser articles than from anywhere else and add that basic communication from the practice to patients is poor. Both this and other concerns brought to our attention by patients have been raised with the practice both individually and through survey questions where appropriate. We also receive good comments from patients and these, too, are passed on. The PPG welcomes all patient comments and concerns but is unable to take up individual complaints.

The Diabetic self-help group is still functioning under the guidance of Sally and Linda Woolley. During the course of the year the group has met regularly and have had various talks and discussions including a meetings on nutrition, footcare, questions and answers to Dr Gerald and Mark Hills from Cohens Pharmacy and taking part in the Tetbury Food Festival.. Unfortunately, due to an accident, Linda has been out of action for a while so some made plans have been postponed until she is well enough to participate again but then a walk around Tetbury, a talk on eye care a meal at Café 53 and another question and answer session are planned. We are very much indebted to Sally and Linda for running with this project.

Earlier in the year the committee made the decision not to set up any new self-help groups until we had asked patients, through the 2014 survey, which health areas they would be most interested in taking forward. From the results of the February 2014 survey it would appear that the greatest number of request is for help with 'weight related issues', so, to this end we are holding an inaugural meeting on 12 June of interested patients. All patients who want help or who are just interested in leading a healthier life style are very welcome to attend and we will take it from there.

With all the changes at the surgery and in the PPG itself it does not seem as if we have progressed very much this year but we are hopeful that the coming year will be a really rewarding one.

My thanks are due to all members of the committee who do so much to support me and work so hard on behalf of you, the members, and of all patients of the practice.

Alison Hesketh,

Chair PPG, May 2014