

Heath Lane Surgery Patient Participation Group Annual Report 2017-18

1. Introduction

This report attempts to reflect on our work as a PPG team during the past year. Changes in key staff roles have brought an interesting new perspective; but without the firm foundations on which both Practice administration and our PPG have been built we could not have made so much progress in such a short time.

We are privileged in having a dynamic, inspirational, and hard-working medical team backed by dedicated, conscientious administrative staff. Too many Practices do not have this cohesion. Our 14,600 patients are indeed fortunate and it is a pleasure to be part of the PPG which represents them.

The future is exciting, an extension to our building providing more consultation and administrative space and allowing for minor operations to be carried out on the premises; involvement in medical student training, giving future doctors an insight into General Practice; participation in the Federation which provides a united way forward; integrated thinking over health and wellbeing.

When we look back to the inception of the NHS in 1948 we recognise the great progress that has been made, and the crucial importance of 'free provision of health care at the point of delivery'.

2. Membership and Administration

2.1 Members: 16 members plus Dr Holt, Partner GP; Leah Hart, Practice Manager; and Jeannette Poole, Deputy Manager.

We have three younger members, but representation continues to come mainly from the over 50's. We are actively seeking involvement from the Polish community. Contribution from all members continues to be valued.

2.2 Resignations:

Roger Ellis: founding Chair was thanked for his enormous valued contribution to the PPG as Chair over the past eight years (Roger will continue membership of the committee); Anne Walsh (Practice Manager) reflected on the work Roger had been engaged with whilst representing patients, she focused on the success of the Walking Group and Flu Clinics. Wendy Edwards resigned as Secretary due to ill health; this post has remained vacant throughout the year.

Both longstanding members were thanked by Partners for their valued contribution. Anne Walsh retired from the Practice in March 2018; her final PPG meeting took place in January 2018. Roger Ellis gave an uplifting speech thanking her for all her work and encouragement; she was given a small gift as a mark of our appreciation.

2.3 Elections:

Clare Taylor: Chair; Mathew Hulbert: Vice-Chair.

2.4 New Members:

Andree Light and Dominique Allen were welcomed to the team during the year.

We welcomed Leah Hart as our new Practice Manager.

2.5 PPG Meetings: held every other month, well attended.

2.6 Terms of Reference: updated and published on the website.

3. Speakers

We have continued to invite speakers to add interest to our meetings and provide specialist information for our members;

September: Liz Steele: Alzheimer's Society

November: Simon Churchman: People for Places (Hinckley Leisure Centre)

January: Belinda Botting (Federation Manager); Kerry Smith (Area Co-ordinator)

March: Leah Hart: Practice Manager

June: Paul Herbert: Sports Ambassador for Hinckley and Bosworth Council

4. Practice Issues

4.1 Staffing: the Practice was fortunate in having a full complement of staff throughout the year. Receptionists were trained as 'Care Navigators'.

4.2 Surgery Extension: this major project has attracted funding from NHS England. Planning Permission granted on 24th November 2017; tenders have been submitted. The Practice is awaiting permission from NHS England to *start work*. *Expected commencement date: August 2018*. It was anticipated that parking issues may arise during the new build.

4.3 Medical Student Training: The Practice is taking part in a University of Leicester training scheme for medical students; introducing students to General Practice. PPG involvement entails meeting with students to provide a medical history and to encourage reflective learning.

4.4 Research: All Practice GP's are now undertaking academic research and attending Clinical Practice courses. Patients have been invited to participate in Lifestyle questionnaires, studies into Diabetes, etc.

4.5 Flu Clinics: Introduction of an ad hoc clinic for two weeks in September 2017 was very successful in reducing (eliminating) queues at the main Saturday clinics. Total immunisations given: 2982 (at November 2017); 328 more than the same time in 2016. Flu Clinics had provided the opportunity to gather data e.g. on levels of smoking.

5. PPG Activities and Issues

5.1 Walking Group: which takes place every Tuesday morning continues to be a popular activity in the town.

5.2 Social Prescribing: following requests from Dr Holt the concept of Social Prescribing had been investigated and members agreed to participate in a pilot scheme to take place in autumn 2018.

The aims of the scheme are to expand the options available in primary care consultation, creating a formal way for primary care services to refer patients with social, emotional or practical issues to a variety of holistic, local, non-clinical services (e.g. Money Advice Service, voluntary community services etc.).

The scheme is designed to be a person-centred network led by a committed group of volunteers who provide time for discussion of issues. Volunteer interventions would involve 'active signposting' towards support within the community (with practical help from the Area Co-ordinator when required); assistance with form filling; etc. The role is that of an informed volunteer rather than an Adviser.

Outcomes: to reduce frequent, unnecessary primary care appointments by directing patients to services that can effectively tackle the issues they face.

Training will involve: communication; safeguarding; First Contact Plus.

It is envisaged that two volunteers will be available in the Surgery once each week, providing timed appointments of no more than 30 minutes.

5.3 Allotment Project: Ann Myatt has worked with Breech Lane Allotment Society to provide a plot for community use. This has been worked by various local people. The purpose is to address loneliness and isolation. The project was included in the Earl Shilton in Bloom application 2018 for judging.

5.4 Gardens: The Dialysis Garden has been temporarily moved to the Community Shed site for the duration of the new build. The Garden in front of Well Pharmacy continues to be tended by volunteers.

5.5 Waiting Room Displays: Health Promotion displays had changed each month and included:

- Reminders for the New Year
- Diabetes Awareness
- Ovarian and Prostate Cancer
- Organ Donation
- Stay Safe in the Sun

- Prescription Waste
- 70 Years of NHS

5.6 Service Level Agreements: Martin Strange had researched SLA's for System One in relation to Prescriptions.

5.7 Physiotherapy: Issues had arisen over availability of appointments; the cause of this had been a review of the service. Two Physiotherapists were employed by George Eliot Hospital both spent one day each week at the Surgery. 12 week referral time was normal. Contracts for Physiotherapists were halted during the year; patients now have to travel to Hinckley for treatment.

5.8 Workwear: The Partners agreed to part-fund polo shirts as work wear for PPG members.

5.9 Membership of National Association of Patient Participation Groups: Partners had decided not to fund membership for the 2018 year. This would be reviewed in 2019.

5.10 70th Anniversary of NHS: to mark the 70th Anniversary of the NHS a display was organised in the main waiting room. Barwell Nursing Association Minute and Accounts books from 1948 were annotated and made available to all staff.

6. Publicity

6.1 PPG Leaflet: to be distributed to new staff and patients (in Welcome Pack).

6.2 Website: revamped to include 'the Role of the PPG'; Activities; Contact forms (thanks to James Broadway from HLS for his valued input). We have provided illustrations of current activities which add interest to the site.

6.3 News Coverage: Mathew Hulbert had secured publication of useful articles relating to PPG activities; in particular the campaign relating to mental wellbeing.

6.4 PPG e-mail address: hlsppg@yahoo.com

7. Wider Involvement

7.1 Health Events: The Federation organised a major health promotion event at Green Towers on 4th June 2018. HLS PPG assisted with the Locality PPG stall.

7.2 Meetings: The PPG were represented at the following meetings:

- PPG Network organised by CCG (quarterly)
- CCG Annual General Meeting
- PPG Locality Group Meetings (Hinckley and Bosworth) (quarterly)
- Hinckley and Bosworth Health and Well-being Partnership Meetings (quarterly)
- LPT Social Prescribing
- Voice of the Community
- Primary Healthcare Governance GDPR

7.3 PPG Awareness Week: A Locality event was held at Desford Carnival in June 2018.

8. Hinckley and Bosworth Federation

The Federation was established by local GP's in 2014 and provides joined-up medical input for the whole area. Directors consist of representative GP's from all Practices, with other medical professional/administrative input. PPG representative is Jenny Downing from Ratby Surgery. Five employees work out of Heath Lanes Surgery. CCG funding was provided for first two years; Federation has been self-funding since 2016. Bids are submitted for various health-related contracts, the organisation also benefits from bulk buying.

The Federation are currently caretakers for Centre Surgery a bid has been submitted to take over the running of this Practice for another 10 years from March 2019. Staff provide support for local Practices.

9. Major NHS and CCG issues

9.1 CCG Service Provision: fell short on: 4 hour wait in ER; Cancer referral; MH referral; incomplete pathways. Proud of new approach to Urgent and Emergency care; Neuro/stroke rehabilitation; new MH recovery network; excellent progress on shared Summary Care Records.

9.2 CCG Finances: saving of £18.1m required to stay still; therefore needs to become 'more efficient'; discussions over combining West/East and City CCG at senior levels to avoid duplication.

9.3 Hinckley Hospital: It has been decided to close the old cottage hospital as it is no longer fit for purpose. It is envisaged that services formerly offered by the hospital will continue to be available locally. A bid for £7million has been submitted to NHS England to fund a building project at the Community Hospital – to date this has been turned down but a business case has been resubmitted.

9.4 Non-Urgent Transport: had been transferred from Arriva to TASL (Thames Ambulance Service Ltd.).

9.5 NHS celebrated its 70th Anniversary on 5th July 2018.

Clare Taylor, Chair
July 2018