

# **The Manor Practice**

Patient Participation Group

Achievements

2011 - 2016

# PPG Foundation

The Group was founded in February 2011 by the Practice Manager, Carole Cotterill, patients known to be interested in engagement, were invited to join.

A positive result produced 12 initial patient members, supported by Carol and the Practice Secretary, Rachel. A Doctor will attend when surgery commitments allow

# PPG Inaugural Achievements

- setting of the rules for meetings, e.g. no personal issues
- election of officers and determination of operating procedures
- setting objectives for the Group meeting every six weeks
- meeting location

## PPG Initial Objective

- How can we be of assistance to Patients?

# PPG Achievements

## 2011

- Exhibition of artwork by local school children to brighten up the reception and waiting areas and persuading Doctors to have their photographs taken/displayed .
- Decision taken to hold in 2012, a  
    “Health Awareness Open Day”
- Group contributed questions for Patient Survey for 2011 and this has been ongoing 2012 – 16
- Group has also been responsible for action plans to implement any improvements following the patient surveys.

# Health Awareness Day - 2012

Practice allocated Staff to Provide:-

- Walk in Services e.g.
  - Health Awareness Checks
  - Blood Pressure Checks
  - Lifestyle Advice
  - Vaccinations (Influenza & Pneumonia)
- Encourage Internet Appointment Bookings
- Feedback on Practice procedures
- Tables & Facilities for the Charities
- Refreshments for Volunteers

# PPG Group Members Provided:-

- Meet and Greet
- Persuasion to Patients to have Flu Injections
- Introduction to Charity Representatives
- Introduction to Patient Involvement
- Encourage Internet Bookings
- Persuade Patients to receive Flu Jabs – today!
- Complete an Awareness Day Feedback Survey

# Support Groups

Those who were persuaded to attend with their own staff/volunteers and literature:

- Breathe Easy
- Parkinsons
- Dyslexia
- Move it or lose it
- Breast friends
- Breakthrough breast cancer
- Chronic fatigue support group
- Osteoporosis
- Prostate
- Sutton Medical Consulting
- Diabetes
- Influenza

# Awareness Day Results

- Have you felt this HAD was worthwhile?

a) Very	8.0%
b) Yes	88.0%
- What did you find the most informative?  
(Top Four Findings)

a) Wide range of Conditions represented	22.2%
b) Flu & Influenza Jabs	11.1%
c) Brest Cancer Awareness	7.4%
d) Exercise Classes	3.7%
- Would attend another Open Day?

a) Yes	76.0%
b) Possibly	12.0%
c) No Response	12.0%



# Open Day September 2013

## James Preston Surgery

- Representatives from the following Services available for help and advice:
  - Fire, Police and St John's Ambulance  
(On site to provide personal Health & Safety Guidance )
  - Our Place Community Hub (Farthing Lane, Sutton Coldfield) [http://ourplacecommunityhub.org/?page\\_id=2](http://ourplacecommunityhub.org/?page_id=2)
- Influenza & Pneumonia vaccinations  
(Available without appointment)
- Open Day Feedback Survey

# Coffee Morning

- **This was held at Ashfurlong Medical Centre**
- **Saturday 15<sup>th</sup> March 2014**
- **10am -11.30am**



# Practice Newsletter

- Mrs Denny Manning Chair of the PPG publishes a quarterly newsletter for patients, providing practice news and topical information for patients.

# Advice & Information Sessions

Monthly sessions provided in surgery by the following organisations to provide help and support to patients.

- St Giles Hospice
- Sutton Breast Cancer Support
- Prostate Cancer
- Dyslexia
- Alzheimers
- Sepsis

# Ongoing Achievements

## 2011 - 2016

- Publicity - we have members who have contacts with the local press.
- Surgery Décor and Staff Photographs in Surgeries
- Patient Survey 2012 (ongoing 2013 - 16)
- Surgery Health Awareness Day (Ashfurlong) 2012. 2014,2015
- Surgery Open Day (James Preston) 2013
- Charities Involvement (members have contact with different charities)
- Cake Bake to raise funds for the Air Ambulance Service.
- On line virtual PPG (See the surgery web site - minutes can be viewed)  
[http://www.manorpracticeashfurlong.co.uk/patient\\_reference\\_group/minutes\\_t57763.html?a=0](http://www.manorpracticeashfurlong.co.uk/patient_reference_group/minutes_t57763.html?a=0)

# Ongoing Achievements (cont)

- Reduction of 'did not attend appointments' (DNAs) – via email and text reminders (Phone numbers being captured and stored)
- Establishing a new user friendly website and Surgery systems changes.
- Promotion of use of other available health services other than A & E
- Introduction of Information and Advice Sessions for patients
- A Men's Health evening is arranged for Monday 18<sup>th</sup> July 2016 when Dr Chan will provide a talk and presentation on Prostate Cancer.

# Certificate of Achievement Award

This was presented with an award on 18<sup>th</sup> February 2015 by the CCG in recognition of a practice that has shown an outstanding level of promotion and support of initiatives of the PPG within the practice.

# The Manor Practice

## Patient Participation Group

- Helen Newman Ashfurlong Branch Admin Manager has now taken responsibility for liaising with the PPG and attends all meetings.
- The PPG continue to encourage recruitment of new members from a broader age group and /ethnic background