

Chairman's report – April 2016

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Chairman of the Patient Liaison Group, Waterside and Blackfield Health Centres

AGM APRIL 2016

The group has continued to work jointly with the Practice in order to improve the experience of patients in their contact with Hythe & Blackfield surgeries. Meetings have been held regularly throughout the year and have generally been well attended. We are fortunate that we have had several of the clinicians and other professional staff attend our meetings and we are grateful to them for giving up their time to contribute to our discussions.

Friends and Family Test

After a very positive start with constructive feedback the number of responses began to decrease towards the middle of last year. Various reasons were put forward for this but generally it was felt that patients were suffering from 'questionnaire fatigue' and that repeated contact with the service might discourage patients from completing the form. It was also felt that there might be more participation if patients understood the scheme. It was agreed to place the results of the FFT test on the surgery TV screens so that patients would be better informed of the outcomes. Following further endeavours it was decided to suspend the work of the PPG Task and Finish Group *pro tem*.

Phlebotomy

The remodelled service has been a success with a high percentage of patients expressing satisfaction with the new arrangements. Towards the end of December additional evening slots were introduced for greater convenience for patients.

Transformation Fund

The Transformation Fund finances and supports primary care to investigate new ways of working and consider different ways of providing services in the primary care setting. The Phlebotomy service is one of these initiatives but there have been other schemes introduced in order to free up GP time allowing them to spend more time with those patients who have more complex needs. Two physiotherapists have been employed who can make rapid assessments of patients' needs and recommend a care plan but there are proposals to employ other health care professionals who will bring about a more efficient and responsive service for patients.

Membership

During the year we have had various discussions about increasing our membership and various strategies have been proposed. We have welcomed two new members to the PPG and hope that they will enjoy being involved with the group. We also learnt with great sadness of the death of John Moore who had been one of the founder members of the PPG.

Friends of Red and Green Practice

This has now been established as a charity to oversee the bequest which was left to the Practice. The Board of Trustees comprises 3 GPs, 2 staff members and 2 members of the PPG – myself and John Carr. We have met on several occasions since we have been established and already have authorised the purchase of equipment which will contribute to better care and treatment for patients.

Website

This has now been updated and through the good offices of Drs Cole, Redmill and Beer we have a viable email address.

Flash Parking

Car parking continues to be a problem for patients at Blackfield but the introduction of the Flash Parking system appears to be having some success.

West Hants CCG Involvement Strategy Group.

The ISG is responsible for setting and monitoring standards and principles for patient and public engagement in West Hants. It meets every two months and I represent the Totton and Waterside locality. It is also an opportunity to network with other PPG chairs and representatives and to gain ideas of what is happening in other practices.

Finally.....

I would like to thank all the members of the PPG for their continued support and help which has enabled me to fulfil my role as chairman of the group. Thanks must also go to Phil Sayers for his support and assistance and also for his commitment in supporting the aims of the PPG.