














Northway Medical Centre Patients Participation Group (PPG)



Making a Difference






Action Log 2017-18 (End Of Year Review)




	Key Activity	Action Taken	Status
1.	<p>Annual Patients' Survey</p> <p><i>PPG focus in January, February, March 2017</i></p>	<p>In March 2017, PPG considered the main findings from the survey analysis (survey week 6th to 10th February 2017) and agreed to ensure that the headline survey results are shared back with patients through the TV display and noticeboard within the reception area at the surgery.</p> <p>PPG discussed ways to encourage greater take up of on-line repeat prescription requests and appointment bookings, including offering 1-1 or mini training sessions, and to promote the benefits to the wider patient group via Newsletters and posters in reception.</p>	<p>(1) Completed March 2017</p> 
	<p><i>PPG focus in December 2017, January and February 2018</i></p>	<p>Proposals for the February 2018 Patient Survey Questionnaire were discussed and agreed – that it should be sufficiently concise to fit onto a single side of paper; the questions should be posed in a manner that will provide data that can be analysed; and that at the same time as asking questions to elicit feedback, it should also raise patients' awareness of services that are available.</p> <p>Dr Pritchard suggested that PPG members should not need to be present throughout the survey week (5th-9th February) – in addition to promotional posters and clear signage within the reception area, GPs and Nurses would also hand out questionnaires to patients and encourage them to complete the forms.</p> <p>Preliminary analysis of the completed survey forms was discussed at the February PPG meeting. Actions arising in relation to the lack of privacy at reception desk, decluttering of the noticeboards and leaflet display stands and communication to the wider patient group about the classification of 'non-urgent' appointments (patients should not have to wait longer than a couple of days to see a GP if they are not well).</p> <p>A PPG report, "How Are We Doing?" has been compiled to bring together the feedback from the CQC Inspection, the National Patients Survey, the Friends & Family Test and the local Patients' Survey 2018. This report will be made available to patients via the PPG Noticeboard and referenced within the next Heart2Heart Newsletter (April 2018): patients can have a copy of the report emailed to them on request.</p>	<p>(2) Completed February 2018</p> 



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2.	<p>PPG Role Development <i>PPG focus February to May 2017 (and ongoing)</i></p>	<p>We invited the CCG/DCVS to deliver a training session (13th February 2017) to our PPG to help us become a more effective group and to re-assess how we see our role. Using the PPG Navigation Health Check they facilitated group discussion to help us to identify what is working well, actions for the future and any areas where further help would be useful to develop the group's dynamics. Areas to review and develop over the coming year included the following topics of focus:-</p> <p>A. Defining the purpose the Northway PPG – what we are here to do (and not do) i.e. agree our Terms of Reference.</p> <ul style="list-style-type: none"> - At our meeting in April 2017 the group took away an outline Terms of Reference document <i>Northway Medical Centre PPG - What's It All About?</i> to consider and make suggestions for amendments. The final version of the Terms of Reference was agreed at PPG meeting on 22nd May 2017 <p>B. Improve communications – find ways to keep the wider patient group informed about news about the Practice and the Dudley CCG. Initial focus agreed as Newsletters (see heading 4 below) and Website (see heading 5 below).</p> <p>Subsequent to this, in response to feedback from the local Patient Survey, Dr Pritchard asked the PPG to take a lead in ensuring the reception at the surgery is satisfactory for patients needs – i.e. declutter noticeboards and ensure relevant information is displayed</p>	<p>Completed May 2017 </p> <p></p> <p>Ongoing Progress  </p>
3.	<p>PPG Newsletters <i>April (Spring edition)</i> <i>July (Summer edition)</i> <i>October (Autumn edition)</i> <i>January ("Did You Know?")</i></p>	<p>At our meeting in March 2017 we determined that we would aim to produce at least three newsletters per year to communicate with the wider patient group at the practice. The first newsletter <i>Heart2Heart</i> was published in April 2017. We decided to make the newsletters topical to the time of year (e.g. summer newsletter featured preparing for hot weather and preventing/managing illnesses such as sunburn, upset stomachs, hayfever, stings and bites; the autumn newsletter featured information and promotion of flu vaccinations and coping with colds and flu illness). The newsletters also feature information about staffing at the surgery and promotion of NHS Health Checks, use of EMIS, and useful information about blood test clinics and x-ray appointments.</p> <p>Taking on board feedback that when received as an email attachment the format of the document can be a bit scrambled, the second and subsequent editions of <i>Heart2Heart</i> have been circulated in a PDF (Portable Document Format).</p> <p>The Patient Survey (February 2018) confirmed that 65% of the respondents thought it a good idea to send the Newsletters by email to those patients for whom an email address is held. PPG will look to develop a distribution list to send 2018 newsletters by email to the wider patients group, as currently the newsletters are only seen by PPG members and any patients who visit the surgery.</p>	<p>Regular Newsletters being produced  </p> <p>Ongoing Progress  </p>



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4.	PPG Website <i>To be started</i>	<p>The Group recognised that we need to do more with our website to make it more accessible and ensure that our meeting papers are available to other patients who may be interested in the group but unable to attend meetings.</p> <p>The PPG could also assist the Practice to develop content about treatment for minor ailments to help to promote self-help and reduce demand for GP appointments.</p>	To be started 
5.	PPG Purse <i>PPG focus in March 2017 (and ongoing)</i>	<p>A formal evaluation form was required by the CCG to demonstrate how the £1,000 funding from the PPG Purse has been utilised by our PPG. The following response was returned for Northway PPG:</p> <p>The laptop and the printer have been valuable tools to help the PPG to produce the patient survey questionnaire, analyse the data and produce a feedback report which relies on colour printing to differentiate the coloured pie chart sections.</p> <p>The PPG have made a firm commitment to produce a PPG Newsletter at least 3 times per year in order to better communicate with more patients enrolled with the practice. This will rely upon the use of the laptop and printer to draft the Newsletters and we plan also to make some laminated colour copies available in reception which can be accessed by patients waiting to see GPs and health staff at the centre. We are looking to make these Newsletters and other key useful information available on our website in the coming months, and perhaps also be able to automatically email the Newsletters to patients who indicate they would like to be included on a distribution list for this purpose. In addition to the Newsletters, we have used the laminator for notices in the reception to promote the PPG on the notice board.</p> <p>The tea urn has been a useful resource to provide hospitality for the PPG meeting, training events and focus events organised by PPG to inform the wider patient group about particular health topics. It's productive in that it helps to 'break the ice' and get people talking as they make hot drinks before the meetings formally start.</p>	2016/17 Audit evaluation form completed March 2017 
	<i>Bid for final CCG Purse monies July to September 2017.</i>	<p>The PPG actively chased funding for 2017-18 and in July 2017 the CCG confirmed that we could bid for final Purse Monies of £352 (to benefit the growth and development of the PPG) – to be spent by 29th September 2017. PPG submitted a bid for funding to purchase a data projector and carry case which was subsequently approved by CCG. The following benefits of a Data Projector for the PPG were outlined in our application:</p> <ul style="list-style-type: none"> • It will help us to keep PPG overheads low whilst contributing to the green agenda by helping to reduce the amount of printing consumables used to support meetings. • It will help us to engage with the wider patient group as we would use the projector to develop the PPG website and share information with others. • It will help us to learn and grow together as a group as we can tap into training materials and videos during our meetings and use the projector to support any guest speakers invited to address the wider patient group. • It could also be a key instrument to future development of 'virtual' PPG members who can be projected into the meeting via Facetime or other such apps. 	2017/18 Funding Successful Bid Application July 2017 

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6.	Topical Events Hosted By PPG	<p>Dementia Friends Arrangements were made for a guest speaker from the Alzheimer’s Society to talk to a group of up to 30 members of the PPG and wider patient community about Dementia and the Dementia Friends initiative. The meeting was scheduled for Tuesday 9th May at 7.00pm. There was however little take-up and the presentation evening was therefore cancelled rather than drawing on the speaker’s time and effort without getting the best audience for her message to be heard.</p> <p>Initially we proposed to reschedule the date and consider means to better promote the event to ensure its success – suggestions were considered also to broaden the scope of the presentation to include understanding medical issues and Dudley CCG’s strategy, as well as everyday interaction and coping with dementia. We made contact with a GP specialist to ask for additional input into a future event, but meanwhile there had been many other events held – Healthwatch, POPs, Dementia Cafés and a strong national media campaign and variety of Dementia Friends events organised by Alzheimer’s Society within the community and local workplaces. In January 2018, PPG decided that perhaps the boat had sailed on this and an alternative topic might be better for the focus of our next event.</p>	<p>To be rearranged</p>  <p>[Subsequently cancelled – no further action]</p>
		<p>“Dudley’s Suicide Prevention Strategy – a zero suicide aspiration” – joint event Ridgeway & Northway Surgeries. The Chair of Ridgeway Surgery invited members from Northway PPG to join their November PPG meeting, to talk about working together on health events for local patients. Ridgeway suggested a speaker, James Cole, from the CCG to be invited to talk to the PPGs and staff of the two surgeries about the Suicide Prevention Strategy – Ridgeway to liaise with the speaker and Northway to provide their meeting room facility. 21 people attended the event, organised for Tuesday 6th March at 7:00pm. Key message was that it is a preventable death, but a significant proportion of those who commit suicide were not on the radar of a GP, health care professional or other counsellor – therefore we all need to know how to recognise those at potential risk of suicide. We need to be able to reach out to them, listen and talk in a blunt and matter of fact way to help its prevention and make sure that they get help.</p> <p>20 minutes free online training available via: http://zerosuicidealliance.com/</p> <p>Agencies providing help: Papyrus – campaign within schools, helpline, will intervene to prevent HopeLine – working with young people up to 35 years of age – will intervene to prevent Samaritans – listening, but will not take steps to prevent</p> <p>Zero suicide – one life lost is one too many: in same way that it is accepted to aim for zero new born babies to be given to wrong parents, zero flights to be allowed to crash ... success must be nothing less than zero number taking own life (current rate = 1 suicide per fortnight in Dudley Borough).</p>	<p>Completed March 2018</p> 

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7.	Information Gathering Events	<p>Prescribing event (23rd March at Brierley Hill Civic Hall): Dudley CCG has 315,000 registered patients and spends around £53million every year on medicines. In order to make cost savings of around £2million on this budget, the CCG are proposing to cease prescribing certain products:-</p> <ul style="list-style-type: none"> • Those medicines prescribed where there is no clinical evidence that the products work • Medicines which might have low or limited value in that they might prove to work for a small group of people having certain conditions • Medical products to treat minor ailments which could be managed by over-the-counter pharmaceutical products which can be purchased at substantially cheaper costs than on prescription <p>The CCG want to hear the views of local people on the proposals they are making. The survey questionnaire (closing date 26th April 2017) asks for your response – Agree, Disagree, Unsure. More information about the proposals via the following link: http://www.dudleyccg.nhs.uk/pharmacyconsult/.</p>	<p>Completed March 2017</p> 
		<p>Pharmacy First (national initiative) – certain Pharmacies have signed up with NHS and are able to prescribe for minor ailments – but only to people who have free prescriptions. Doesn't seem to have been widely promoted. There are a number of Pharmacies in the area but when Vice Chair asked CCG for a list of Pharmacies participating in the scheme within the Dudley area, they advised that a local list is not available – the scheme is administered by NHS England.</p>	<p>Completed March 2017</p> 
		<p>Health Forum: focus on Mental Health (Thursday 18th May at Brierley Hill Civic Hall) : CCG outlined proposals for the way that mental health services have been reviewed and developed and how they will be delivered under the new MCP contract from April 2018. Essentially moving provision for mental health away from hospital delivery and into primary care. A navigational hub has been developed to support GPs as they become the first port of call for mental health assessments and referrals for their patients of all ages. Three main components of the hub are (1) Assessment Team dealing with the referral, assessment and planning of care and overseeing the patient's journey through whatever services are identified for their needs. (2) Therapeutic help – professionals having a range of specialisms and including relevant 3rd sector agencies. (3) Re-enablement: a team of trained support workers who facilitate return to normal living – e.g. liaison with housing, CAB, employment services. There is a survey form available for anyone who wishes to feed back their experience or ideas about mental health care in Dudley: https://www.surveymonkey.co.uk/r/mentalhealthneedsassessment2017</p>	<p>Completed May 2017</p> 
		<p>MCP – Multispecialty Community Providers – Contract</p> <p>Progress reports throughout the year have been received at PPG meetings via Dr Pritchard who is a member of the Steering Group implementing this new NHS contract for future provision of GP & Community Services in Dudley. PPG members also received updates via meetings of Healthwatch, People's Network, and POPs meetings – and feedback this information to PPG at the next available meeting.</p>	<p>Ongoing Progress</p>  

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	<p>Patient Opportunities Panel (POP) Meetings generally held every 2 months, members of various PPGs attend</p>	<p>Feedback from April 2017 meeting:</p> <ul style="list-style-type: none"> - Mental Health – presentation outlined how it is now all brought under one umbrella rather than being tackled on an age-related basis. - Extended access - being able to make appointment at another surgery if no other appointments available at your surgery or if you want to be seen at another surgery. - FFT – Family & Friends Test- monitoring the response and standard continue at a certain level throughout the year on how many are returned. 	<p>Completed May 2017 </p>
		<p>Feedback from June 2017 meeting:</p> <p>New Urgent Care Centre at Russells Hall Hospital:</p> <ul style="list-style-type: none"> - £3m budget – funding secured and the contract expected to be signed by July with the new service running by November 2017. Improved access to urgent care – co-located with emergency services at the hospital which will be staffed by GPs and Primary Care Nurses. <p>Draft Service De-Commissioning Policy :</p> <ul style="list-style-type: none"> - the process for withdrawing funding for a particular intervention: CCG has to find £14m of savings in the current year and cannot continue to fund all services. - The policy seeks to help decision making – mitigate negative impact, move focus from low to high priority services. - It contains a ‘prioritisation tool’ seeking to ensure that best value is obtained from the available money whilst considering the impact on patients, the system and the wider community. It was a draft policy that was being discussed – nothing further about whether it has been adopted. 	<p>Completed Aug 2017 </p>
		<p>Feedback from December 2017 meeting:</p> <p>Audiology: presentation by Specsavers about importance of hearing tests</p> <ul style="list-style-type: none"> - Approximately 10 million adults are affected by hearing loss in the UK. This equates to 1 in 6 people. By 2031, the number is expected to increase to an estimated 14.5 million adults affected. Of the 10 million adults affected, only 2 million currently have hearing aids. <i>The lack of hearing impacts on lack of independence; social isolation; depression; dementia & alzheimer’s and misdiagnosis of other conditions.</i> - A free and full hearing test will be available from March 2018. A results print-out will be provided at this time, allowing the patient to make a personal choice on where they choose to obtain further services -two options: 1. Go to GP and request a referral to Specsavers (or Scrivens, or NHS Audiology Centre) 2. Choose to go via the private route - Specsavers can attend a PPG event and test patients <p>New Urgent Care Centre at Russells Hall Hospital</p> <ul style="list-style-type: none"> - POPs members were invited to visit the new centre prior to its opening in January 2018. - Our PPG Vice Chair subsequently reported back on the visit and the arrangements in place for triage of patients brought in by ambulance, and patient who walked in for assistance. Following triage, the latter group may be seen by one of the urgent care GPs (Malling Health) or referred to the Emergency team. For hospital treatment. 	<p>Completed Jan 2018 </p>

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8.	<p>Patients' Issues Referred Via PPG</p> <p><i>PPG - Challenging CCG Policy</i></p>	<p>(1) Primary Eye-care Acute Referrals (PEARS). This is a NHS Community eye-health pathway which can Reduce pressure on A&E departments and ophthalmology outpatient clinics by providing diagnosis and management of minor eye conditions, free up hospital capacity to reduce avoidable sight loss by making sure that patients receive timely interventions and support GPs who don't have the time or the equipment to assess all eye conditions.</p> <p>The issue raised through PPG meeting in May 2017 was that all neighbouring local authorities/CCGs are participating in this scheme with local opticians, whereby patients can get acute eye problems assessed by local optician who can recommend/prescribe or refer to hospital emergency assessment. Dudley residents however do not qualify for this service – they are required to pay £50 for same consultation. PPG followed through with enquiry to CCG who confirmed Dudley CCG is not participating in PEARS although they are looking to introduce a similar scheme called MECS (Minor Eyecare Conditions) but no date set for its availability: further clarification has been requested from CCG, i.e.:-</p> <ul style="list-style-type: none"> • What's the difference between the PEARS and MECS schemes? • Why have Dudley residents not got access to either, when all of our neighbouring authorities do? • Is this type of service roll-out for Dudley delayed because of the MCP negotiations? <p>PPG were informed that this issue would be addressed through the new MCP contract. <i>PPG will keep a watching brief on this.</i></p>	<p>Completed August 2017</p> <p>✓</p> 
	<p><i>PPG - Challenging CCG Policy</i></p>	<p>(2) CCG Estates Strategy</p> <p>Raised through PPG meeting in May 2017 – a member of the group had seen proposals for reduction in the number of surgeries from 53 to 20 sites within the borough to be achieved by co-locating groups of surgeries together in super-hub locations and disposing of properties made vacant. PPG drafted a number of concerns about any potential closure of the Northway surgery and forwarded these to Dr Pritchard in first instance to check whether there is any foundation to this rumour.</p> <p>PPG were subsequently informed that whilst the proposals were intended for discussion about potential economies and efficiencies that could be realised by reducing the number of GP premises, but there are no specific proposals at this point in time (August 2017). <i>PPG will keep a watching brief on this.</i></p>	<p>Completed August 2017</p> <p>✓</p> 

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	<p>PPG - Securing Improvements to Surgery Premises</p>	<p>Reception Area Improvements</p> <ul style="list-style-type: none"> - Privacy: The issue of patient privacy at reception desk – especially with repeat prescriptions box to the right and arrivals check-in to the left: everyone in reception can hear conversation. Whilst there is a separate room available if anyone wishes to speak confidentially, the Practice Manager agreed to liaise with Senior Partners about possibly constructing some type of privacy screen/relocating repeat prescriptions box, etc. (Raised January 2018 and also commented upon within patient survey responses – currently in progress). - Decluttering: comments via Patients Survey that reception has too many posters/is too cluttered. Agreed via PPG minutes February 2018 for PPG members to tackle and maintain noticeboards and leaflet racks. - Staff Photo-board and Name Badges: suggested via PPG and agreed – PPG need to follow through to see it is achieved. - Blood Pressure Monitor & Weight Machine for patient use (suggested previously via PPG and now recently via Patient Survey). To investigate similar public equipment available at other surgeries – establish cost, maintenance, opinions about whether it is worthwhile. If viable, PPG to identify ways to raise funds and surgery may match-fund. 	<p>In Progress</p> 
	<p>PPG - Securing Improvements to Precinct Premises</p>	<p>Community issues relating to precinct premises (the surgery has landlord control for the shopping precinct):</p> <ul style="list-style-type: none"> - <i>May 2017:</i> Grass cutting and littering issues raised and resolved - <i>November 2017:</i> Fly-tipping at back of shops and eye-sore clothing banks on car park with bags of clothing left spilling out – issue raised and resolved. Clothing bank removed, fly tipping cleared up and CCTV cameras and better lighting installed. - <i>January 2018</i> – problem with block drains – resolved. 	<p>Completed</p> 
	<p>PPG – seeking reassurance that external pressures are managed/don't have negative impact on GP services provided.</p>	<p>Cyber Attack – (national issue – did this impact on our surgery?). There were some problems, but nothing insurmountable. Mainly affected the availability of the system which holds letters from hospital/consultants, x-rays, etc: still able to use the clinical system.</p> <p>Surge in Number of Patients – following transfers from closure of Dr Shather's surgery, and the new Baggeridge Village development: is this likely to have a negative impact? Whilst it has caused a lot of extra administrative work - electronic transfers of GP records, but transfer of paper records which need to be summarised - there is not any problem with patients being able to see GP: just backlog to bring records up to proper complete history.</p>	<p>Completed</p> 