




Northway Medical Centre Patients Participation Group (PPG)




Making a Difference






Action Log 2018-19 (End Of Year Review)

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Key Activity	Action Taken	Status
<p>Annual Patients' Survey</p> <p><i>PPG focus in December 2018 to March 2019</i></p>	<p>PPG members agreed the design of the February 2018 Patient Survey Questionnaire – sufficiently concise to fit onto a single side of paper with 'free-form' question on reverse; 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 period – 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. It was agreed that the survey would run across the whole of February to provide more opportunities for patients to contribute their feedback.</p> <p>A detailed preliminary analysis of the completed survey forms was discussed with Dr Pritchard at the March PPG meeting and actions agreed, where possible to address issues raised by patients. PPG members commended the Practice for the high amount of praise that was voluntarily given by patients via the open comments section of the survey.</p> <p>A concise summary of the Patient Survey Analysis to be made available to the wider patient group via PPG Noticeboard and referenced within next Heart2Heart Newsletter (April 2019): patients can have a copy of the report emailed to them on request.</p>	<p>Completed April 2019</p> <p style="text-align: center;"></p>
<p>NHS England GP Survey 2018 results</p>	<p>At December PPG the Chair circulated a report she had drafted with regard to the 2018 NHS GP Survey results that had recently been released (conducted by MORI who send postal questionnaires to a set of randomly identified patients from each GP surgery). The Chair demonstrated how the results could also be accessed on-line at https://gppatient.co.uk/ - very easy to select which practices you want to see to compare against, and very easy in view the results interactively, where you can choose to see more or see less information, as you wish.</p> <p>The results for Northway Medical Centre were excellent – with all but one result scoring higher than the average across all England GP survey results as well as the average across all Dudley CCG GP surgeries. It was agreed that this report is made available to the wider patient group via the noticeboard in reception and if patients would like a copy it can be sent to them on request.</p>	<p>Completed December 2018</p> <p style="text-align: center;"></p>

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PPG Newsletters	<p>Continued to produce newsletters to communicate with the wider patient group at the practice. <i>Heart2Heart</i> was published April 2018, January 2019 and April 2019. The newsletters are printed out and made available for patients to pick up as they await appointments: copies of all of the newsletters are also available on the PPG Noticeboard.</p> <p>Additionally the PPG mailbox (northwayppg@outlook.com) is being used to maintain a distribution list of patients who have asked for the newsletters to be sent to them – 34 patients in total (including PPG members).</p>	<p>Regular Newsletters being produced</p> <p>✓ </p>
PPG Role – Terms of Reference and formal Constitution	<p>In 2017 the PPG agreed our Terms of Reference (what we are here to do (and not do) <i>Northway Medical Centre PPG - What's It All About?</i> This document was reviewed in April 2018.</p> <p>It became apparent from funding bids that the PPG were pursuing in 2018 that a formal Constitution document and bank account in the name of the PPG would be required.</p> <p>In 2018 PPG discussed a draft formal Constitution document which was signed off in January 2019. This document reflects the Aims and Values of the PPG, Membership of the Group, Structure of PPG Committee, Meetings and Communication, Managing Money, and occasions that would require a formal General Meeting to be called.</p> <p>In January 2019 a new bank account was established in the name of Northway PPG, with either the Chair, Vice Chair or Treasurer to sign. The balance of this account as at 31st March 2019 was £645.48</p>	<p>Completed January 2019</p> <p>✓</p>
Funding Bids	<p>Tackling Loneliness & Social Isolation</p> <p>In January 2019 Northway PPG were granted £500 from Age UK for initiatives that would contribute to tackling loneliness and social isolation. Our bid was based on tailoring our PPG Newsletter to encourage local people to join in activities – to join our PPG, to attend events, join in healthy walks; linking to Age UK and the Community Database to promote what's going on in the area and raising awareness of useful resources and websites where people can find out more.</p> <p>Public Health England (the originators of the funding stream administered by Age UK) were satisfied with the report submitted by PPG Chair to demonstrate how the grant would be used by our PPG to achieve the aims and objectives of this initiative.</p>	<p>Successful January 2019</p> <p>✓</p>

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<p>Funding Bids (continued)</p>	<p>Funding Bids to Procure Health Monitoring Station (Blood Pressure, Height & Weight, BMI)</p> <p>The PPG is keen to acquire a blood pressure monitoring station to be located in the surgery reception and would ideally like to have the type of machine that includes height and weight and BMI calculation too. Here's why ...</p> <ul style="list-style-type: none"> • A recent Public Health England analysis suggests that more than 9,000 heart attacks and at least 14,000 strokes could be prevented over the next 3 years if we work towards better detection and management of high blood pressure. • High blood pressure is the biggest known cause of disability and premature death in the UK through stroke, heart attack and heart disease. High blood pressure can also cause kidney disease and is closely connected to some forms of dementia. One in three adults in the UK has high blood pressure. • High blood pressure usually has no signs or symptoms, which is why it is sometimes referred to as the silent killer. The only way to know if you have high blood pressure is to have it measured. More people need to regularly check their blood pressure and be aware of the importance of their readings. <p>During 2018-19 the PPG also submitted bids for Community Funding streams offered by Asda, Co-op and People's Post Code Lottery seeking to obtain funding to enable us to purchase a Health Monitoring Station to be located in the reception at the surgery, with the idea that we would also organise "Know Your Numbers" – Blood Pressure Awareness Raising information events. Despite setting out a good business case and demonstrating the potential benefit to some 6,000 members of the local community, all of the bids for funding towards this initiative were disappointingly unsuccessful.</p>	<p>Unsuccessful November 2018 December 2018 February 2019</p> 
<p>PPG Website</p>	<p>The Group continued to lobby for an improved website for the Practice and an up-to-date useful web presence for PPG information: this would enable us to ensure that our activities are available to other patients who may be interested in the group but unable to attend meetings. The contract for the current Practice website was due for renewal mid 2018 and the PPG agreed to await the award of the new contract and development of the new website content. This build is currently in progress by Practice staff: information for the PPG section has been provided by the PPG Chair, together with links to recent PPG meeting papers, newsletters, surveys, etc.</p> <p>A useful contribution that PPG can make in the future is to assist the Practice by checking website content and promoting it to the wider patient group as a useful source of information to help management of their health conditions.</p>	<p>Deferred to 2019/20</p>  

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Awareness Raising: Topical Events Hosted By PPG	Fraud, Scams & Illegal Trading In March 2019 we joined with Ridgeway Surgery to hold an awareness raising event to learn from Dudley Trading Standards Scams Unit and the National Illegal Money Lending Team about fraud, scams, rogue trading and illegal money lending – all of which impact on people’s well-being with serious affect to both physical and mental health. We heard how rogue traders and scammers take advantage of loneliness and vulnerability, and we were presented with some shocking anecdotal evidence of 88 cases currently being investigated locally here in Dudley: 82 of these victims own their own property and 72% of these were aged 65+. Dudley’s Friends Against Scams initiative aims to inspire action, highlight the scale of the problem, change the perceptions of why people fall victim to scams and make scams a local, regional and national topic - a short conversation can be all that is needed to make a real difference to the lives of those who are being targeted by the criminals carrying out these scams. Dudley Scams Unit is looking to get information out through PPGs and to have a SCAMS Champion identified at each surgery who will be offered training and networking opportunities to promote awareness in the local community. More information will be posted on this in future newsletters and on the PPG noticeboard within the surgery to try to raise awareness locally.	Completed March 2019  and Ongoing 2019/20 
Awareness Raising: Guest Speakers attending PPG	Public Health - Signs & Symptoms Campaign PPG heard from a guest speaker from Public Health who gave a short interactive presentation to raise awareness about early signs and symptoms of Heart Attacks, Strokes, COPD, Cancer: key messages were that we know our own bodies and we should speak to GP if there are unexpected changes that give rise to concern. Prevention and early intervention is better for everyone (patients and the NHS) rather than leaving things to escalate.	Completed March 2019 
Information Sharing from Health meetings attended by PPG members	Patient Opportunities Panel (POP) Meetings - generally held every 2 months, members of various PPGs attend. Health Forum Meetings, Health Watch and other ad hoc training events organised by Dudley CCG. Various topics and consultation activities – e.g. Introduction of the new Prescription Ordering Direct (POD) service; Medicines to no longer be prescribed by Dudley GPs, MCP contract, NHS Ten Year Plan, Primary Care Networks.	Ongoing  

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