



Dr Morris & Partners

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Patient Participation Group

Chair- Christine Morgan

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Heald Green Health Centre Annual General Meeting Thursday May 4 2017

Introduction

This annual report covers the work that Heald Green PPG has been involved in from May 2016 to May 2017, which has included five information evenings and a social event the highlights of which are detailed below.

2017 marks the 24th year of Heald Green Health Centre's Patient Participation Group working with both practices to support and promote awareness of issues for good health and to ensure that the patient voice works in partnership with both practices.

The report has been put together, after discussion with the committee, by Linda Griffiths, and myself as we come to the end of our second and final year as Secretary and Chair respectively.

Christine Morgan – Chair

Linda Griffiths – Secretary

2016/2017 Highlights

October 13 2016 – Access to Records, Dr Amir Hannan and Ingrid Brindle

Dr Amir Hannan, GP Partner and Ingrid Brindle, Chair of PPG from Haughton Thornley Green came to share their 12 year experience of having promoted and given records access to their patients.

Dr Hannan described why and how they promote patients having access to their records as part of the GP/patient partnership in working together for the best quality of life they can have. He went through some of the learning from the 12 years such as all staff being trained in promoting and advising this practice and preparing patients for what they might learn from taking part. He went on to talk about the gains in time, after the initial setting up/training, as many patients could book appointments online, see their test results and so didn't need to call the surgery or come in.



Ingrid Brindle described how, as a patient with Long Term Conditions she had at first not been that interested but then had a go and realised what a help it was to her to be able to have access to her records, test results etc to carry with her wherever she was and how this helped keep her safe when away from her local area as well as being empowered as a patient in her own supported self care.

At Haughton Thornley medical practice in Hyde over 50% of patients have signed up and use online access to records which is an enormous achievement and Dr Hannan offers training to other practices too.

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November 2016 Dr Wright

Dr Wright was unable to offer a talk from his practice as other issues took priority so unfortunately no alternative meeting was able to be scheduled.

CQC(Care Quality Commission) Inspections November and December 2016

In November 2016 Dr Wright and Partners surgery, Heald Green Health Centre 2 was inspected the CQC and a few members of the Patient Participation Group had an interview with an Inspector to give their views on care at the practice.

The CQC report is now published and the practice received an overall 'Good' rating with some areas for improvement. To read the full report please see the link below:

<https://www.cqc.org.uk/location/1-525027445>

In December 2016 Dr Owen and Partner's practice, Heald Green Health Centre 2 was inspected and again a few members of the Patient Participation Group had an interview with an Inspector to give their views on care at the practice.

The CQC report is now published and the practice achieved an overall 'Good' rating, with minor issues for improvement. To read the full report please see the link below:

<http://www.cqc.org.uk/location/1-551017522>

The PPG are pleased for the staff that both surgeries received such positive reports.

December 8 2016 End of year Social event

This year the annual social event was held at The Bistro at Smithy Croft as the PPG had been advised to book off site of the health centre due to some room booking difficulties for social events. There was a good turnout of wider PPG members who had an enjoyable evening with tea/coffee and cake to accompany it.

The PPG was grateful for the two practices funding this event but disappointed that no staff members were able to attend.



February 2 2017 Dr Carmel Morris – updates and new appointments to the GP team

The February meeting was initially scheduled for a talk from Dr Owen's practice but as Dr Wright had announced his retirement he was asked if he would like to talk to the group and reflect on his 28 years at the centre. Dr Wright felt that this would be more appropriate at his leaving event in March so instead Dr Carmel Morris, who is taking over as Lead GP partner came to talk to the group after the planned changes in GPs and the practice.

Dr Morris's enthusiasm was good to hear as she sees positive opportunities in the future and also took away some PPG concerns around booking routine appointments and lack of staff member to work with the PPG.

Dr Morris informed the group that the centre now had access to a part time in house pharmacist for medication queries and that the new phone system should be installed soon. Recruitment was underway to find additional GPs to fill the vacancies let by Drs Leon and Wright and people would be informed when the recruitment was complete.

Dr Morris has also made available a new staff link for the PPG who is Jenny Smith, one of the administration team. Jenny joined the committee meeting in March 2017 and we're looking forward to working with her in 2017/18.

March 2 2017 Healthwatch Stockport, Maria Kildunne, Chief Executive.

Maria talked to the group about the current priorities at Healthwatch Stockport which include; Adult Social Care, Mental Health, Public Health and prevention and Children and Young People. She described how Healthwatch was a member organisation with a small team of paid staff and a large number of committed volunteers who attend many meetings in health and care organisations across Stockport.

In an open discussion with the group members raised some concerns about planned changes to health and social care services including lack of beds at intermediate level and transport issues to different places.

Committee for 2016/2017

Thanks go to all committee members who have given additional time to planning and attending events, distributing posters and helping with communications within and out of the Health centre.



John Featherstone

George Rogers

Linda Griffiths – Secretary – notice given that Linda will step down in May 2017

Christine Morgan – Chair – notice given that Christine will step down once a replacement is recruited.

Steven Lord – co-opted in January 2016, stood down from the committee May 2016

Anne Mitchelson – stood down from the committee September 2016

Rebecca Dean – staff member left the Health centre for a new post elsewhere in June 2016

The committee was sorry to lose Anne and Stephen but grateful for their past support and pleased that they still remain as PPG members. Equally Rebecca's assistance in linking up the PPG with the two practices was invaluable and without that link the PPG has struggled to make any progress other than providing information events to the wider membership.

GP Partners & practice staff– appreciation and thanks to both **Dr Owen and Dr Wright** for their continued support retaining the PPG on behalf of all the staff at both practices.

Looking ahead to 2017/18

Main aim

Continue to work to support the practices to promote and enable the best quality of life for its patient population through general health awareness, support and information.

Objectives and focus in 2017/18

1. Promoting and enabling more patients to take advantage of patient online access to their records, make appointments and renew prescriptions online;
2. Use of the 'Health Pledge' Initiative to promote best quality of life through:
 - Work with practices, local neighbourhood and CCG/Stockport Together and supporting services and groups;
3. Find ways to increase the diversity of people involved with the PPG and gain views from a wider representation of the patient population.

In conclusion

The objectives and focus remain the same for 2017/18 as they did for 2016/17 as only limited progress was made on all three during the last year.

There is now a national drive to promote the take up and use of online services, which people will see if they have a prescription, as a message is now printed on it to inform people. The PPG is hoping to get some further support to encourage people so hope that the take up, and use, in Heald Green Health centre will improve.

Some of the changes in health and social care in the Stockport Together initiative aim to strengthen how neighbourhood communities support individuals and groups and this is where Heald Green has a good start already with its community feel and existing organisations and groups.

If you're not already involved in supporting the work of the two practices in Heald Green Health Centre now is a good time to step forward and have a conversation about sharing your views, skills and expertise.

Joining Heald Green Health Centre Patient Participation Group could help you and other patients have their views heard and enable you to offer support to, and learn more about, current developments.

If you are interested and want to hear more then please do contact me, Christine Morgan- details below:

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