



## **THE MASHARANI PATIENT PARTICIPATION GROUP ANNUAL REPORT 2015**

### ***'No decision about you without you'***

The Patient Participation Group (PPG) has now completed its **8<sup>th</sup> year**. How the time flies by and how quickly things continue to move and change in the NHS!

2015 has been a steady year for the PPG with the group trying to fulfil its purpose. Attendance numbers at the meetings are fluctuating between 6 and 20 which is a wide range and rather disappointing. Those Patients taking time to attend meetings continue to participate and gain a wider understanding of the work of a PPG. Although we have a wider patient Network through our growing virtual PPG it is imperative that we recruit attending members who can give some of their time to help achieve our objectives. **We also are striving to recruit young parents, young people and carers. – Please help us! Without more active members the PPG will fade away and the patient voice lost.**

Your own healthcare is at the heart of this process, one meeting every two months is only a small commitment to give. Be mindful of our slogan '**No Decision about you without you**'. Have your say and input in your healthcare.

Following the National trend the difficulty of recruiting GPs to the Practice remains an issue and has been compounded by the retirement of Dr Jane Taylor in August. Jane will be missed by many, but we all wish her a well-earned and very happy retirement.

Alongside new GP appointments there have once again been various changes to the administration team led now by Practice Manager Mrs Anita Masharani.

On line appointments have now been available for some time, sign up and support this service. The New electronic prescription service was commenced with some teething troubles but it now appears to be settling down

Our defibrillator project, 'Keep Lutterworth Hearts Beating' pathed the way for other villages to follow suit. A unit has been used in 2015 and the sundries had to be replaced at a £75 cost to us and also a battery replacement was required at a cost of £205. Due to the generosity of a grant from the Town Trustees and from the people of Lutterworth via the Waitrose Token scheme, plus a donation from The Round Table and our Community box in the Surgery we have been able to meet these costs, however with further replacements due at the end of 2016 we need to concentrate on raising more funds and you will see from time to time the collecting box at reception where every little donation will help.

The East Leicestershire and Rutland Clinical Commissioning Group (ELRCCG) works hard to provide us with the Healthcare within Leicestershire and Rutland that is best for you. Our PPG members have the opportunity to attend their wider PPG Network and the Locality Network. These meetings allow members to mix and share ideas about 'growing' their PPGs and gain some education and insights into how healthcare works. This month they discussed the proposed Community Service Strategy and the Primary care Strategy. The PPG is well represented at these events. Two members were also actively involved with shaping the new Urgent Care Services and the media work surrounding the promotion of the new 'NHS Now' App. Please have a look and download – it's free and will help all to access appropriate treatment in the right place.

In March the Practice kindly invited PPG members to join in a session of their protected learning time – we listened to a very interesting and insightful interactive talk from members of the Traveller community. Afterwards we were given the opportunity to have an informal 'meet the Practice staff' which proved helpful for all to put faces and names together.

Unfortunately our objectives that we set for 2015 have not all been achieved, however we are pleased to report that we managed to carry out our biggest challenge that of our own independent Practice Survey. This takes hard work and time both to prepare, carry out, complete and write up the findings. My sincere thanks go to Secretary Mike Perks for leading this, the PPG members who interviewed patients in the surgery, the members of Practice staff for their help and support and last but of course not least thanks to the patients who participated.

Our own web site licence has run out and a decision has been taken to await the new Practice web site supported by the ELRCCG and merge the PPG site within it. At present we are awaiting that development. Once this is achieved we hope the PPG will have an improved impact.

Unfortunately the unprecedented pressures encountered this year by the Practice have meant that Saturday morning surgeries have had to cease for the foreseeable future.

The Practice have encouraged new ways of working supported by the PPG. Nurse Practitioner Judy McSharry qualified in the management of minor illness now runs regular minor illness clinics, and can diagnose and prescribe medicines if required, so next time you feel ill you might like to ask if Judy has an appointment rather than waiting longer to see a Doctor. Health care Assistant Tracey Koenig has also been trained to undertake new tasks to relieve pressures on others and also get more job satisfaction. These services and others are now running well.

A text messaging service has commenced to give appointment reminders to try and reduce the amount of wasted appointments where patients do not arrive – **so please**

**if you have a mobile phone it would be helpful to give the Practice your number.**

Despite many changes our Practice continues to provide Patients with a high quality service. Still very much valued and an envy of others is our 'open' access morning surgery - whatever the wait! Once again consider seeing Judy.

My thanks go to all the members who have regularly participated and supported the PPG throughout 2015. My thanks also go to Mike Perks my long suffering Secretary who due to my health issues has shouldered the burden again this year and of course to our Treasurer Bob Harrison for keeping our books and records. Finally as usual all our thanks must go to Dr Masharani for his continued commitment to the group, Practice Manager Anita Masharani for her help and support to the PPG. We look forward to a successful 2016.- Please join us and help make it happen.

Thank you everyone

**Sue Staples Chair**

**AGM January 2015**