

**OLD TOWN SURGERY PATIENTS  
YOUR GP SURGERY WANTS**



**BE THE VOICE OF THE PATIENTS  
CONTACT**

[ppg.ots@nhs.net](mailto:ppg.ots@nhs.net)

# Get involved!

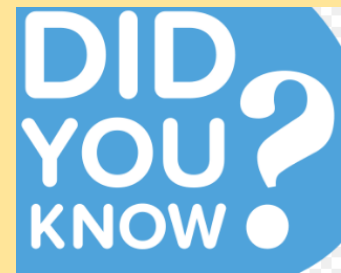
The Old Town Surgery aims to promote the role and benefits of Patient Participation Groups (PPGs) to patients, the public and health professionals, to create more understanding of the value of true patient participation.

Dr Phil Hammond, GP turned hospital doctor, journalist and broadcaster supporting PPGs had this to say.....“Patients and carers are the smoke alarms for the frontline of the NHS. They are often first to spot poor care and also have great ideas about how to make care better. They need to be involved in decisions not just about their care, but in designing better care for others. PPG are a crucial way of harnessing the voice of the patient in primary care, and have much to contribute in driving up quality”.

Working in partnership with GPs and practice teams, PPGs ensure the patients’ perspective is at the heart of local provision so that services are of high quality and continuously improve. They also provide practical support in the surgery, foster improved communication between the practice and its patients and help patients to take more responsibility for their health.

Did you know that every GP practice in England has a PPG?

PPGs are groups of active volunteer patients working in partnership with practice staff and GPs. This unique partnership between patients and their practices is essential to achieving high quality and responsive care.



PPGs meet face to face with practice staff at mutually agreed intervals. ‘Virtual PPGs’ also exist now operating alongside ‘real’ groups enabling a dialogue with the whole patient population through email, online surveys and social media.

The first PPG was started in 1972 by GPs and there are now PPGs in dental practices and pharmacies.

PPGs work in a unique partnership with their practice built on mutual trust and respect to:

- Act as ‘critical friend’ to provide a patients’ perspective ensuring services, plans and activities respond to patients needs and priorities.
- Foster communication with the wider patient population building stronger patient – doctor relationships
- Provide practical support to practice teams e.g. conducting and analysing patient surveys, organising health awareness events.
- Encourage those with long term and/ or multiple health conditions to gain confidence in managing and taking control of their health and care.
- Help other patients take more responsibility for their health and make informed decisions

## Meet the team – PPG members

Hi, my name is Jo Garton and I have been a member of the Patient Participation Group for just over a year. At the moment, I chair the group. The surgery was partly responsible for saving my life when I had breast cancer five years ago, so I felt I wanted to give something back. I hope my past experience as a headteacher, teacher and local councillor is useful to our community.

Hi, my name is Chris Ockwell and I've been a member of the Old Town Surgery Patient Participation Group (PPG) for approx. 3 years and currently the deputy Chairman. I joined the PPG because I wanted to know more about how the NHS & Primary Care system worked in practice (and not necessarily what you read in the press), to better understand the "who does what, and who is responsible for planning, sorting problems, advising progress and improvements".

It is still a confusing picture, but I feel I have a clearer picture now and see the role where the PPG can have a small but positive influence to improve the communications channels between the surgery and the patient population.

My name is Elaine Sullivan and I've been a member of the Old Town Surgery Patient Participation Group (PPG) since 2012. Having been a Patient and Public Engagement Project manager for NHS North Essex Primary Care Trust I thought it would be good if I joined my own local surgery PPG and use my knowledge within the NHS to improve the communications between the patients and the surgery; and vice versa. Since the beginning the PPG has been keen to increase the educational objective of the PPG and look for opportunities to engage the patients with the experts from across several clinical areas such as Diabetes, Men's Health and Dementia. I have been the elected Secretary since 2012.

My name is Krystyna Tworek, and as well as being a patient at the Old Town Surgery, since 2012 I have been a member of the surgery's Patient Participation Group (PPG). I live around the corner from the surgery, and signed up to join the PPG during an "Open day" as I wanted to do something positive, that would be helpful to the surgery and hopefully to their patients. Unless I am away, I attend the monthly PPG meetings, and help out with anything that the surgery requires, e.g. flu clinics, educational evenings, carrying out patient feedback surveys and fundraising. I get a lot of personal satisfaction being a member of the PPG, especially as I feel that I am contributing something back into our community. I initially joined the PPG as a member, but in July 2015 I was nominated and appointed as the Treasurer, a role for which I am still responsible.

# PPG Objectives 2018/19

Objective	Key PPG Owner
Recruitment Drive	All
Educational Events (Dementia/Diabetes)	All
PPG visits (two per year)	CO
Links with HealthWatch and other bodies (CCG/NHSE)	CO/JG/KT
Website and Literature Review	All
Support Flu Clinic	All
Fundraising	All



# Past Successes

In November 2015 the Old Town Surgery PPG received a generous donation of £592.17 from family and friends of Mr Les Smith of Les Smith Haulage, who sadly passed away. It was the wish of his family that monies should be donated to the PPG to ensure that medical equipment could be bought for the surgery. In conjunction with Dr Heaton, one of the Partner GPs, the PPG agreed that the surgery should use the funds to purchase some valuable medical equipment, which this donation has now made possible.

- A mobile spirometry unit, which is a simple breathing test machine that takes just a few minutes and is one of the best and most effective ways to diagnose COPD or Chronic Obstructive Pulmonary Disease.
- A Childrens' pulse oximeter. Children with asthma, chronic breathing or respiratory problems could be monitored objectively and more closely through the use of this machine.

During 2015/16 the PPG purchased four waiting room chairs for patients with limited mobility. We have received positive feedback from patients regarding these chairs.

In 2017 the PPG purchased two large TV monitors, which provide factual health information and advice for all the patients whilst they wait for their appointments.

Whilst our tombola is the main source of fund raising for the PPG, we have been very fortunate in patronage from patients such as Les Smith and others who have given larger donations (*details can be found in the Published Accounts for the PPG via the website*).

## *Other activities*

We have been holding Educational Evenings for over five years now and have covered the following topics:

Dementia, Type 2 Diabetes, Coping with Menopause, Healthy Lifestyle; Men's Health, Young person's Health and Wellbeing fair (in conjunction with Commonweal School) and Breast Awareness. More are planned for 2018/2019 with collaboration being sought with major local employers.



Are you interested in attending talks on health matters or would like to have your say as a

patient representative member?

Being part of the group needn't be a chore. Meetings are held every 2<sup>nd</sup> Thursday of the month at 6:45pm or you could join as a virtual member and receive communication by email or post.

Questions / enquiries that the PPG might seek your opinion about may be: the services provided by the surgery and any improved changes, setting priorities for the future, helping to agree questions for patients' surveys.

If you wish to participate, please ask at reception for an application form or see the website for further details. All communications regarding the **PPG** can be directed to: [ppg.ots@nhs.net](mailto:ppg.ots@nhs.net)

Here is a flavour of the things you could get involved in:

- Organise and help at educational evenings
- Help with tombolas to raise funds to help the surgery and patients
- Purchase medical equipment used to help diagnose and monitor certain lung conditions
- Purchase furniture/chairs with arms to help the less able patients
- Fundraising is used towards helping the patients at the surgery
- Advising the practice on patients' perspective
- Carry out research into the views of those who use the practice (and their carers)



The Old Town Surgery is keen to know how it can best serve its patients. To ensure that you receive an email with the latest news, or provide information that is best suited to your needs, please complete the registration form below and either email [ppg.ots@nhs.net](mailto:ppg.ots@nhs.net) or hand it into reception.

<b>Full Name</b>		<b>Phone Number</b>	
<b>Email:</b>			
<b>Do you belong to a voluntary group or similar?</b>	<input type="checkbox"/> No	<input type="checkbox"/> Yes	If yes (please specify)
<b>Would you like to be more involved?</b>	<input type="checkbox"/>	Level 1 – I would like the surgery to send me information and invite my comments on local health service matters	
	<input type="checkbox"/>	Level 2 – I would like to attend Educational evenings to help educate and provide support on health matters that may be of interest to me or my family	
	<input type="checkbox"/>	Level 3 – I would like to become a member of the Patient Participation Group (PPG)	

<b>Are there any areas that you are particularly interested in? (please tick all that apply)</b>	<input type="checkbox"/>	Long term conditions, e.g. diabetes, asthma, Parkinson's	<input type="checkbox"/>	Emergency/urgent care	<input type="checkbox"/>	Drug Abuse
	<input type="checkbox"/>	Learning disabilities	<input type="checkbox"/>	Community matron	<input type="checkbox"/>	Local NHS Consultations
	<input type="checkbox"/>	Stroke	<input type="checkbox"/>	Integrated care	<input type="checkbox"/>	National NHS Consultations
	<input type="checkbox"/>	Older people	<input type="checkbox"/>	Mental health	<input type="checkbox"/>	Alcoholism
	<input type="checkbox"/>	Health and Wellbeing	<input type="checkbox"/>	Carers support	<input type="checkbox"/>	Secondary care
	<input type="checkbox"/>	Primary care (including dentists, opticians, pharmacy and GPs)	<input type="checkbox"/>	Falls prevention	<input type="checkbox"/>	Discharge from hospital
	<input type="checkbox"/>	Admission avoidance	<input type="checkbox"/>	Maternity	<input type="checkbox"/>	Public Health
	<input type="checkbox"/>	Infection control	<input type="checkbox"/>	Risk & Governance	<input type="checkbox"/>	End of life