



PATIENT PARTICIPATION GROUP NEWSLETTER

WELCOME TO OUR FIRST EDITION, NOVEMBER 2012

The **Patient Participation Group (PPG)** was formed approximately 12 months ago and consists of patients registered at the North Road Suite who were willing to come forward, attend meetings and give their views on behalf of all patients at the North Road Suite Practice.

The intention is to work on behalf of patients with the Practice team to continually improve the total experience of going to the "doctors" and also to suggest ways of making the experience more beneficial for patients and improve the facilities and services available to them.

GROUP MEMBERS

JULIE MURPHY: I have lived in the area for most of my life. I worked for Kirklees Council for 23 years and for the last 10 years for the University of Huddersfield. I am also a main carer for my husband who has had strokes and I have experience of physical disabilities, mental health, asthma and fibromyalgia.

TONY DUXBURY: I am Chairman of Leeds General Infirmary Kidney Patients' Association which helps and cares for patients with kidney problems. I am also the Editor of this Newsletter

PETER: I have been involved in patient representation on several health organisations for over 20 years; an NHS Regional Health Appointee and a Vice-Chairman of the former Huddersfield Community Health Council; a Member and Chairman of Huddersfield / Calderdale Patient and Public Involvement Forum for a number of years (PPIF); member of the Mid-Yorkshire Hospitals Patient and Public Involvement Forum 2003-2008 and a Yorkshire Region; member on the National Liaison Body (PPIF) ; current member of the Wakefield District Local Involvement Network (LINK). The information and knowledge gathered over so many years, I feel, will be useful to the PPG.

CATH KNOWLES: My husband and I run support groups for carers and sufferers of people with Dementia. We are quite happy to talk to anyone who needs support either carer or sufferer, just get in touch. St Andrew's (Mirfield) Dementia Support Group is the organisation and in this we have five groups www.dementialivingwithit.wordpress.com is our website. Put the address in your browser to get the link.

RONNIE KNOWLES: I run Dementia support groups along with my wife (above) at St. Andrew's Methodist Church, Mirfield. Please get in touch with me, whether carer or sufferer, if you think I can help.

DAN GOODALL: The reason I joined the PPG was to give something back to my GP surgery which has, to date, provided an excellent, professional and caring health care environment. I am prepared to offer my time, knowledge and any specialist skills to further the work of the practice and the population it serves.

LINDA BENNETT: I wanted to join the group as my family and I have been patients at the surgery for over 40 years and I felt I would like to offer my time to work as part of the Group to represent patients and develop services with the Practice team.

PRACTICE REPRESENTATIVE GROUP MEMBERS

DR. CHANDRA: I have been a Partner at the Practice for the past 20 years and I am also a GP with a special interest in Endoscopy (GPwSI) at the Mid Yorkshire Trust Hospitals. I am also the Cancer Lead for North Kirklees. Our Practice is very involved in the Health Care reforms and we are very keen to ensure that the view of our patients are included in the decisions that will be taken over the next few months and coming years. I am very confident that we can do this with the help and support of our PPG members and we encourage you to share your views with them via the links provided on the front page of this news letter.

LYNNE BOLTON: I have been the Practice Development Manager for the past seven years and during this time we have undertaken a number of extensive improvement programs to enable us to continually develop existing services and introduce new ones for our Patients. We have had very positive feedback along with suggestions and ideas from Patients in person or via our annual Practice Satisfaction Surveys, however, we have been keen to set up our face to face Patient Participation Group and we have now successfully done this. We are delighted with the support of the Group and we are all very confident that going forward **YOUR** PPG representatives will be able to work very effectively on your behalf.

ANGELA LEONARD: My work in the Practice as one of the Senior Receptionists involves me working very closely with the Doctors, Nurses and patients predominantly ones with more complex needs. I am interested in working with our PPG members on your behalf to identify how we can work more closely together and on your behalf.

JUSTIN WOOD: My work in the Practice is closely linked to that of my colleague Angela and we work as a team to always strive to provide a supportive, caring, efficient and friendly service to all our patients; this is what I am passionate about because it is so very rewarding.

HOW YOU CAN GET INVOLVED

North Road Surgery is eager to ensure that Practice patients are actively involved in deciding how the Health Services they use should develop and to provide patients with the opportunity to express their views, therefore, we have set up our **Patient Participation Group (PPG)**.

If you are interested in finding out more, getting involved or just want to give us your feedback and ideas? then you can get involved by speaking to (Lynne Bolton the Practice Development Manager) or by visiting the North Road Suite website at:

www.northroadsuite.gpsurgery.net

(If you do not have access to the internet then just ask one of our receptionist for a form)

Meeting the Clinical Commissioning Group by Cath Knowles PPG Member

IN OCTOBER my husband and I attended a meeting with the NHS North Kirklees Clinical Commissioning Group (CCG). We were asked to attend as representatives for our group, St. Andrew's (Mirfield) Dementia Support Group, along with other voluntary groups operating in Kirklees. The idea behind it was for the CCG to get to know what went on in the voluntary sector so that when they take over the running of the PCT in January they are aware of all that is happening in the area and can direct people to the services that are there to help them. The meeting was very positive and I learned a lot. I was also made aware of services that I didn't know about and vice versa.

What is a CCG? It is Local GPs, Nurses, Consultants, Pharmacists, Dentists, Opticians all working together to drive change in health care. They will lead the planning and buying of health services from 2013. They are the clinicians and have direct contact with people and their lives and collectively see the "big picture" so are better placed to have an understanding of local needs and what services are needed.

The priority areas for them just now are- **Primary Care:** To improve patient access to services through general practice. **Urgent Care:** in an emergency or an accident. **Care at or nearer to home:** including mental health. **Children's and maternity services:** deliver the right start for healthier communities. They also aim to achieve bringing health and social care together seamlessly, balancing NHS finances, improving clinical outcomes with consistency of care and higher standards, improving performance, with shorter waiting times, fewer cancelled operations and lower rates of hospital infections. This is a very good vision for the future in my opinion, and I am very glad I attended the meeting.

WORK THAT THE GROUP HAVE DONE TO DATE FOLLOWING THE 2011/2012 PATIENT SURVEY

CAR PARKING by Julie Murphy

In November 2011 I took on the task of looking into the car parking situation at the Health Centre as this appears to be one of the topics that comes up time and again when patients struggle to attend surgeries.

When this Health Surgery was planned we were meant to have a lot more parking spaces than we have now, but, unfortunately, between the planning stage and the finished Centre, we ended up with what we have now.

One of the problems is that the Primary Care Trust owns the land and the building so we are very restricted in what we can do and everything has to go through them. The staffs at the North Road Suite have been actively involved in trying to get this sorted with the PCT since the Centre opened, but to no avail.

Since I undertook this project I also found the frustration of being fobbed off by various members of the PCT and it is dragging on and on. The PCT were saying we should use the car parking over in the shopping mall, but, as I pointed out, when you come to a Health Centre you are ill and therefore need to park close by and this is impossible for patients who are disabled.

I have again spoken to them about the possibility of removing the garden at the side of the centre and allowing extra car parking spaces to be put there, but so far this has come to nothing. I also asked for them to remove the yellow lines on the road. The main sticking point appears to be that we have to have a completed travel plan before they are even willing to look at entering us for some planning permission.

I did get some tentative promise of the possibility of four or five extra spaces earlier this year, but this would depend upon the outcome of this travel plan and then application for planning permission. Although this small number of spaces seems insignificant due to the amount of people who use the centre, we may have to accept that this is the best we can get.

The update at present is that we have the travel plan, hopefully completed and are awaiting the outcome. This has to be done before an application for planning permission can be done.

I wish to assure everyone that I am trying my very utmost to keep on top of this situation and rest assured that I will not let it be swept under the carpet.

Contacting the surgery – Improved Telephone System:

The system suppliers have upgraded the telephone system for us and we are ready to begin trials in November 2012 with the hope of improving call management and directing some calls to the appropriate person instead of having to go through the main reception phone. The Practice also recruited another member of staff to the team.

Doctors' appointments: The Practice reviewed the number of Doctors appointments and compared them against the current demands and has increased the total number of appointments by adding an additional 329 per month for the benefit of patients. They have also introduced some on the day 'afterschool appointments' for children.

Developing Online services – 'SystmOne online': Patients surveyed indicated that they would like to be able to book appointments on line and get their test results in addition or order repeat medication. Being able to access Practice services via the Practice clinical internet provider (SystmOne) would make it quick and convenient for internet patients and take traffic off the telephone services. We discussed this at our meetings and Lynne and her team have attended and completed all of the relevant 'system installation training' and hope to commence work early in 2013. The group will be working closely with the Practice team on this project.

HOW THE NHS REFORMS ARE PROGRESSING

About NHS North Kirklees Clinical Commissioning Group

Who we are: Chaired by Dr David Kelly, NHS North Kirklees Clinical Commissioning Group draws its membership from 31 General Practitioner s- representing 185,000 patients - in the Mirfield, Spen, Batley, Birstall, Birkenshaw and Dewsbury areas. Local Doctors and their Practice Teams, Nurses, Consultants, Pharmacists, Dentists and Opticians are working together to change how and where National Health Service services are delivered so that as much care as possible is provided closer to home.

How is a Clinical Commissioning Group different from a Primary Care Trust? Primary Care Trusts were run and organised by National Health Service Managers who had little contact with patients, but doctors have day to day direct contact with their patients. This helps them to understand the pressures of everyday life and how to develop health services which properly support the local community's health needs.

Our Vision: We want local people to be able to live *longer, healthier and happier lives*

How We Work: We have an elected Governing Body doctors plus specialist advisors who make decisions about buying health services which meet local needs. We plan to work in a strong partnership with our member practices and all the other care providers in North Kirklees to develop health services which will help local people to live longer, healthier, happier lives. Our patients have an important part to play in our work. We are working to encourage our patients to be involved in what we're doing and we will ask for opinions, listen carefully to what you say and then act on what we hear – feeding back through various communication channels. All our ambitions to create better health services for local people are set against a backdrop of cash limits as the NHS budget shrinks in line with Government spending reductions.

What happens next? Before we can do any of this, we have to pass through a formal process of authorisation which will prove that we are fit to operate on the public's behalf. We will aim to get this authorisation in November 2012. Until then, we are working hard to develop strong working relationships across our patch, encouraging real patient involvement and getting our house in order so that the switch from Kirklees Primary Care Trust to NHS North Kirklees Clinical Commissioning Group on March 31, 2013 goes smoothly (*North Road Suite Practice is part of the North Kirklees Clinical Commissioning Group NKCCG*)

Lesley Lumb Practice Receptionist Retires

Many of our patients will have mixed emotions on the 'retirement' of Lesley who has worked as not only one of the receptionist team members, but as a very committed 'patient advocate'. During her time in the Practice she has made real and significant contributions by providing consistently outstanding service to all of our Patients.

No matter what is happening she always has a smile and the warmest of welcomes taking time to pass the time of day and treating everyone as an individual and with great care. She always goes that extra mile and always with a smile. She is pictured above with one of our patients during the Flu Clinics last year treating everyone to a sweet from her tin!



Lesley is also the secretary for the Local Fire Service Military Band a role she has undertaken for a considerable number of years. She is pictured here holding the remembrance day wreath which was laid at the memorial in Menin Gate in Belgium 2011. We have no doubt that she will be sadly missed by Patients and the Practice team, however, we know she will truly enjoy her retirement. All of our sincere best wishes to Lesley & Roger.