

**BELL SURGERY PATIENT PARTICIPATION GROUP (PPG)
CHAIR REPORT 2017-18**

Thank you to all members of the Patient Panel for your continued commitment, ideas, opinions and feedback. The members of the panel wish to thank all the staff both administrative and medical at the Bell Surgery for their continued hard work and high quality patient care.

We have held four meetings during the year –July 2017and October, 2017, February 2018 plus the AGM on 14 May 2018. We value Dr Reynolds, Louise West our Practice Manager and staff attending to increase our understanding of the issues and challenges, delivering excellent patient services.

**1. The following is a summary of activities from June 2017 until May 2018
(AGM 14 May 2018)**

- We had three resignations during the period with a new member joining in February 2018. We have several vacancies for members to maintain our full complement, with two potential members under consideration. We are fortunate to have a minute secretary plus a doctor and the Practice Manager and other staff attending.
- During the year we created a new category of PPG membership –‘Patient Voice ‘member and the three core members who resigned transferred to this category. This allows them to receive the agenda, minutes and consultations without the expectation to be involved in PPG activities. Two other patients joined this category.
- Each Surgery Newsletter includes a section written by the PPG with a request for new members of the PPG or the On- Line Patient Group. We are fortunate to have a carers representative on the PPG who has been active supporting our patients who are carers.
- We contributed to surgery communications through newsletters etc. and continue to offer views on what interests patients. This year the car parking situation with Smart Parking involved the PPG with giving feedback on the system, writing to the Henley Standard and undertaking a review of car parking after the cancellation of the contract with Smart Parking. PPG members felt strongly about this system and worked with the Practice Manager and communicated with OCCG and Chiltern Court to try and resolve some of the many difficulties that arose with fines.
- Members of the PPG have been meeting with Louise West regularly and we appreciate her open and regular communication. The communication is working well and I will continue to arrange a mid-point discussion with Louise between the formal meetings, as well as keeping in e - mail contact with panel members.
- The PPG has been kept abreast of the improvements to the surgery and the staff changes. We note the staffing changes during the year. One of our concerns has been keeping up with the changes of doctors and nurses and knowing who is currently working at the Practice. The Newsletter provides a good opportunity to keep patients updated.
- The PPG is keen to market the surgery to potential new patients and are discussing ways to keep abreast of new developments and have started distributing leaflets to new developments and estate agents.

2. Carers Educational Talk

- Louise West and Rebecca O' Leary organised a talk for Carers on 20 March 2018 – the second annual talk held at the Maurice Tate Room at the hospital. We deferred the talk from January and this timing was better and attracted more attendees. This was a great session and will be an annual event. 20 attended the event with a talk from Jane Moss, Admiral Nurse and Fiona McPherson from Carers Oxfordshire providing useful information. The chance to network was appreciated.

3. Series of Educational Talks

- We agreed to arrange two series of talks – the Health Education series and the Life series
- The **Health Education** series was arranged through Dr Antoni Chan and he started the series in June during PPG Awareness week. To date we have run :
20 June 2017 - Rheumatology and Arthritis – Dr Antoni Chan and colleagues
20 November 2017 – Diabetes and Endocrinology – Dr Aung and team
5 December 2017 Cardiology – Dr Orr and Dr Swinburn
20 February 2018 – Audiology – Dr McCarthy and team
18 April 2018 – Stroke treatment and Prevention - Dr Nagaratnam and Dr Van Wyk. This talk replaced the planned Dermatology talk which has transferred to 2019.
All these talks were well supported and many had waiting lists to attend. We are limited by the numbers that can be accommodated in the Maurice Tate Room, however the location is suitable and helps promote the hospital. All the teams have been very keen to do the talks and have appreciated the support from the PPG and the Surgery staff. We have secured funding from 2017 and 2018 from The Friends of Townlands Hospital (FROTH) ' for the refreshments. The series continues during 2018 and 2019.
- The PPG has sent a photo and a summary to the Henley Standard to promote each event and the surgery activities. We have established a good working relationship with the Editor who is happy to advertise our events.
- The **Life Planning series** started on the 19 June with a two hour talk on Life Planning from Elizabeth Short and Jack Bailey from Blandy and Blandy (solicitors) at Townlands from 2.30-4.30pm. The talk included information on Planning Wills , Probate, Inheritance Tax, Powers of Attorney, Deputyship Applications and Advance Decisions.
- The second talk was held on 14 November in the afternoon at Townlands and involved a talk from Sue Ryder representatives on the services at Joyce Grove and all aspects of end of life planning.
- This series has stalled a little with the work being focussed on the Carer's meeting and the Health series but we intend to offer another talk before the end of the year.
- A feature of the talks has been that they are open to our patients and others from Henley and surrounding areas. Evaluation reports are available following each talk.

4. South East Locality Forum (SELF)

- The SELF Forum has met six times during the past year. Meetings are held in various locations across our locality including Henley. I have attended most of the meetings with Julian Brookes attending on most occasions. The chair of SELF meets with the other chairs across all localities and feeds back views and concerns to the Oxfordshire Clinical Commissioning Group (OCCG). This group operates very effectively and continues to share information between the GP Practices in the locality. The chair represents our

views on issues raised by the OCCG. For each meeting, I submit a chair's report on our PPG activity and these together with those of other practices, are circulated to all the members of SELF. It is interesting to read the reports from other practices and to learn and share ideas. Also attending meetings in different locations enables us to see the variety of facilities that are available in other GP Practices. The lead GP for SE Locality, Dr Ed Capo – Bianco, has been an excellent representative at these meetings. The Locality took an active interest in the Oxfordshire Transformation Plans and the SE Primary Care Framework. Several members attended the December consultation meeting in Wallingford.

5. Townlands Memorial Hospital

- The Townlands Memorial Hospital has increased the number of clinics during the year. The Rapid Access Care Unit (RACU) is operational and Step up/Step down beds are leased by OCCG from Chiltern Court care home.. The PPG has taken an active interest during the year on the Townlands Stakeholder Reference Group. I have attended all meetings and updated the PPG and surgery staff on progress.

6. The Future

- It is encouraging to know that Bell Surgery staff regard our PPG as being active and supportive and a helpful 'voice of the patient' providing constructive feedback on patient issues. We will continue our close working relationship with all practice staff as we work on future objectives and continue to 'raise the bar' for efficient and caring patient services and the future development and success of the Bell Surgery.

Janet Waters

Chair, Bell Surgery, Patient Participation Group

12 May 2018