

# Heath Lane Surgery Patient Participation Group Annual Report 2018-19

## 1. Introduction

This report reviews our work as a PPG team during the past year. It also endeavours to draw on volunteer feedback to make tentative suggestions about future engagement.

This is an exciting time for the Practice.

- An extension to our building will open in August 2019 increasing consultation and administrative space and facilitating minor surgical interventions.
- Involvement in medical student training continues, giving future doctors an insight into General Practice.
- Participation in the Federation provides a united way forward.
- Integrated thinking over health and social care is beginning to take shape using Local Area Co-ordinators to achieve cohesion.
- The DES will fund Social Prescribing link workers during 2019/20 enabling the current pilot project to be revised and professionalised.
- Ambitious plans for local infrastructure projects can now proceed following the award of £7,035,000 in NHS funding, this should provide a new medical care landscape in the Hinckley area which is appropriate for the 21<sup>st</sup> Century.

We continue to be privileged in having a dynamic, inspirational, and hard-working medical team backed by conscientious administrative staff. Our 14,590 patients are indeed fortunate and it has been a pleasure to be part of the PPG which represents them.

## 2. Membership and Administration

**2.1 Members:** 19 lay members plus Dr Holt, Partner GP; Leah Hart, Practice Manager; and Jeannette Poole, Deputy Manager.

Membership includes three younger individuals, but representation continues to come mainly from the over 50's. Involvement from the wider community is actively encouraged. Contribution from all members continues to be valued.

### **2.2 Resignations:**

Eunice Ward, one of our founder members, resigned from the group in November 2018.

Margaret Stevens and Jackie Telford, two of our founder members, have given notice that they intend leaving the group at the AGM after 10 years of voluntary service.

Clare Taylor gave notice of her decision to resign as chair in July 2019.

### **2.3 New Members:**

John Freeman, Terry Kirby and Sharon Rich were welcomed to the team during the year.

### **2.4 Elections 2018:**

Clare Taylor: Chair; Mathew Hulbert: Vice-Chair. Nominations for Secretary remained open throughout the year, but no-one volunteered to take on the role.

**2.5 PPG Meetings:** held quarterly, now well attended.

At the July 2018 AGM the Practice Manager put forward a case for daytime meetings (more convenient to staff work patterns and may attract young parents to the group); at that time several members explained that they would not be able to attend due to work and other daytime commitments and opposed the change in timing. It was agreed to trail the new time for the following two meetings, which were poorly attended. A compromise was then reached which involved meetings being held quarterly, rather than bi-monthly, in the early evenings and lasting no more than 90 minutes; attendance improved.

**2.6 Terms of Reference:** reviewed annually and published on the website.

## 3. Speakers

We have continued to invite speakers to add interest to our meetings and provide specialist information for members. However, because we were unsure of attendance, the October and December meetings were scheduled as straightforward business meetings.

11<sup>th</sup> April 2019: John Cvancara, Primary Research Nurse from the National Institute for Health Research.

#### **4. Practice Issues**

**4.1 Staffing:** our Practice was fortunate in having a full complement of staff throughout the year, there were several retirements/resignations and some new faces to welcome.

**4.2 Surgery Extension:** this major project attracted funding from NHS England. Work started in August 2018 with an anticipated completion date of August 2019. Some disruption has occurred but patients recognise the importance of the development; reasonably good weather throughout the winter has aided the progress of the build.

**4.3 Avant Homes Shelton Project:** Building of this major new housing estate (378 properties) on land adjacent to the Surgery started at almost the same time as the Surgery extension. Patients have experienced disruption caused by movement of machinery and reconfiguration of the road leading to the Surgery.

**4.4 Care Homes:** The development of a new 82 bed specialist care home will put pressure on already stretched services; the Practice have plans to address this issue.

**4.5 Medical Student Training:** Practice involvement in the University of Leicester training scheme for medical students has continued; introducing 3<sup>rd</sup> and 5<sup>th</sup> year students to General Practice. PPG members meet with students to discuss medical history and encourage reflective learning.

**4.6 Research:** All Practice GP's are undertaking academic research and attending Clinical Practice courses.

**4.7 Flu Clinics:** Shortage of vaccine meant that flu vaccination was slightly delayed in autumn 2018. The 'ad hoc clinic' was repeated in October, but was well advertised which defeated the objective of opportunistic vaccinations and created major queues on a busy Monday morning. Systems will be reviewed in 2019. The positive outcome was a total elimination of queueing on the Saturday vaccination day in November. No additional data (e.g. Smoking cessation) was collected in 2018. Members assisted at both the ad hoc and main clinic – wearing their smart new PPG polo shirts for easy identification.

#### **5. PPG Activities and Issues**

**5.1 Walking Group:** takes place every Tuesday morning, continues to be a popular activity in the town.

**5.2 Social Prescribing:** following requests from Dr Holt the concept of Social Prescribing had been investigated, eight members and one outside volunteer agreed to participate in a pilot scheme which ran from February to July 2019.

The aim of the scheme was to create a formal referral route for patients with social, emotional or practical issues to various local, non-clinical services e.g. First Contact Plus, Money Advice Service, voluntary community services etc. PPG volunteers provided time for discussion of issues; professional advice was provided by the Local Area Co-ordinator when required.

It was envisaged that this scheme could reduce frequent, unnecessary primary care appointments by directing patients to services that could effectively tackle the issues they faced.

**Training:** September 2018, three evening sessions focusing on: communication; safeguarding; First Contact Plus. Excellent professional trainers provided their expertise free of charge.

**Documentation:** An appropriate Safeguarding Policy was produced, together with other relevant documentation. A 'Social Prescribing' explanatory leaflet was devised, intended for patients and all staff.

Two volunteers were available on a rota (alternative Monday and Thursday afternoons).

**Outcomes:** the few sessions we have been involved in appear to have proved useful for patients (although no substantive feedback has been received); however, the referral / take-up rate has been low, indeed some volunteers have yet to meet with a patient, this has been disappointing. It will be difficult to sustain the interest of adequate volunteers to continue the scheme.

DES funding is now available to provide a link-worker for Social Prescribing; thus, the future of the scheme may take a different shape, with lessons learned from the pilot and useful documentation already prepared.

**5.3 Allotment Project:** Ann Myatt has continued to work with Breech Lane Allotment Society to extend and enhance this worthwhile project. Those working on the garden plots have now taken on the running of the scheme which has gone from strength-to-strength. The purpose, to address loneliness and isolation and improve mental and physical wellbeing, is certainly being achieved. The project was included in the Earl Shilton in Bloom application 2018 which won the town a Gold Medal in the Britain in Bloom competition; involvement in the scheme has continued during 2019. The scheme was awarded a Highly Commended medal in Hinckley and Bosworth Council Community Awards for 2019. Our congratulations to Ann Myatt for all her hard work.

**5.4 Gardens:** The Garden in front of Well Pharmacy continues to be tended by volunteers. Plants removed from the Dialysis Garden in preparation for the new build are ready to be returned to the Surgery Grounds, but committed volunteers are needed to take responsibility for maintenance if new gardens are created. Earl Shilton in Bloom will be happy to provide help in moving plants and advice on maintenance.

**5.5 Waiting Room Displays:** Information of the new build has been in situ since November 2018 as patients were keen to understand the changes. Previous to November displays of relevant Health Education were changed on a monthly basis.

**5.6 Workwear:** Barwell and Earl Shilton Lions provided half the funding for new polo shirts which were to be used as work-wear for PPG members. The Practice Partners matched this funding.

**5.7 Membership of National Association of Patient Participation Groups:** Partners had decided not to fund membership for the 2018 year. Instead we had obtained valuable national PPG information from The Maples PPG (our thanks to their Chair). Membership is due to be reviewed in 2019.

## 6. Publicity

**6.1 PPG Leaflet:** on website and distributed to new staff and patients (in Welcome Pack).

**6.2 Website:** continues to be updated regularly; thanks to James Broadway.

**6.3 News Coverage:** Mathew Hulbert has contributed to the Practice Newsletter which is available on the website and in the waiting room.

## 7. Wider Involvement

**7.1 Health Events:** The Federation organised a major health promotion event at the Mary Foryan Centre, Hinckley. HLS PPG assisted with the Locality PPG stall.

**7.2 Meetings:** Our PPG was represented at the following meetings:

- PPG Network organised by CCG (quarterly)
- CCG Annual General Meeting
- PPG Locality Group Meetings (Hinckley and Bosworth) (quarterly)
- Hinckley and Bosworth Health and Well-being Partnership Meetings (quarterly)

## 8. Hinckley and Bosworth Medical Alliance Ltd

Incorporated as a limited company in 2014, the Alliance (or Federation) has made great strides in establishing itself as a provider organisation, fully representative of its members, the shareholding Practices. The Federation aims to develop new models of care, sustainable general practice, and implementation of the overarching 'Community Services Plan'

There is enthusiasm to offer patients care closer to home, with reduction of waiting times. They see real potential to be actively involved in the care of patients beyond the traditional 'Surgery front door' moving to integrated responsive care to include a service to support the frail elderly at home and within care homes. The Federation of 13 GP Practices with 74 GP's, represents almost 122,000 patients locally.

## **9. Major NHS and CCG issues**

**9.1: Health Services in Hinckley area:** A Capital Investment bid to NHS England for £7million to remodel health services in Hinckley was successful in December 2018. The Department for Health and Social Care is to fund works which NHS officials say will make better use of existing space at Hinckley Health Centre in Hill Street and at Hinckley and Bosworth Community Hospital. Changes should provide 'a more patient – centred approach to care which focuses on providing modern, fit for purpose facilities to support more services in the local community, and closer to home.'

- Hinckley Health Centre will be refurbished to accommodate X-Ray/Ultrasound, physiotherapy and increase the number of consulting rooms;
- A combined day case surgery and endoscopy unit will be created at Hinckley Community Hospital with day-case beds, which will provide an increased range of day case procedures and cancer screening services for local patients;
- The out-of-hours primary care service from Hinckley and Bosworth Community Hospital into the new developed Urgent Care Hub in Hinckley Health Centre providing out-of-hours care for patients.

**9.2: West Leicestershire CCG:** has to find a further £20m in savings.

## **10: Conclusion:**

An Annual Report together with the Annual General Meeting provides an opportunity for reflection. It is useful to reconsider the remit of the PPG which currently is to:

- Provide patient feedback to the Practice;
- Understand the challenges faced by Heath Lane Surgery;
- Stay informed over local, regional, and national health challenges and developments, particularly where these impact on the services provided by the Practice;
- Advise on proposed initiatives and developments, taking into consideration the needs and wants of all patients;
- Act as a general 'critical friend' to the Practice;
- Disseminate information on any health-related issues which may be of interest or concern to local people (Newsletter, Press Releases, and other campaigns);
- Participate in the organisation and running of Health Promotion events (walking group, flu clinics, Health Education campaigns, etc.);
- Support the Practice in other activities which benefit patients;
- Undertake PPG awareness activities;
- Actively recruit members to the Heath Lane Surgery PPG who are representative of the make-up of the local community, ensuring balanced representation (with regard to age, ethnicity, disability, etc.).

The Practice may wish to work with the PPG to reflect on patient engagement methods, and whether the PPG in its current form continues to be the forum through which it wishes to obtain patient feedback and involvement.

Clare Taylor, Chair  
July 2019