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## **PPG Report March 2016**

Littlewick and The Dales Patient Participation Group (PPG) have again worked closely with the practice to represent the views of the Patients.

During February, Littlewick had their Care Quality Commission (CQC) inspection. In the verbal feedback at the end of the inspection the lead inspector mentioned that the PPG were very enthusiastic and provided excellent feedback and commentary on the practice during the visit. This is because we have excellent support from Dr Owen and Dr Walton who along with all members of staff treat everyone as 'equals' As well as the Doctors attending PPG meetings we have the Practice Director, Diane and Team leader Julie too. This is in line with the ethos of Littlewick and The Dales where everyone is treated as a person not just a number.

We continue to help with the flu clinics and the PPG members now have their own t- shirt and logo to make it easier for patients to identify us. The PPG also regularly speak to patients in the waiting rooms and feedback is a regular item on the PPG agenda. The practice asks our opinion on things and vice versa and any suggestions are promptly actioned.

Sadly, we lost a PPG member in October as he died and his input is sorely missed. It highlighted how important it is to get the views of all patients and we would encourage anyone who is interested to make contact and come along to our meetings which are held in the evening and roughly every 6 weeks. The PPG has a notice board in the reception area at Littlewick and further details can be found there.

We have one new member and also a new chair of Littlewick and The Dales PPG, we also continue to regularly attend the Erewash CCG PPG network meetings where all 12 Erewash PPG's (one from each of the 12 GP practices that make up Erewash) discuss common themes and best practice Littlewick and The Dales PPG also took part in the PPG awareness week last June. The vice chair of the PPG (Rebecca) spoke at the Chief Nursing Officers summit in London on how Dr Walton had changed her life because she was listened to and believed her and fought for regular physio despite many obstacles - emphasising the importance of continuity of care .Rebecca also spoke to the Erewash Clinical Commissioning Group (CCG) board about her experiences within the NHS.

Our Craft and Chatter continues meeting weekly and attendees have benefited greatly including the volunteers and the Occupational Therapist who says the group have 'inspired' her. The PPG recently were awarded a grant of £429.00 from Erewash Borough Council to enable the Craft and Chatter Group to continue. Morrison's have also donated some Easter Eggs to go into the egg covers knitted by members of this group.

A raffle was again held during the Flu Clinics and the money raised was used to buy some ear syringing equipment for The Dales to prevent patients from The Dales having to come to Littlewick. Funds were also available to purchase a new slide for the Little Tots room at Littlewick.

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### **PARTNERS**

Dr G M Walton GMC 2806576  
Dr P D Travell GMC 2803360  
Dr M Henn GMC 4059558  
Dr P J Halls GMC 2444824

Dr K J Bagshaw GMC 4015862  
Dr V S Mok GMC 4176590  
Dr E L Pizzey GMC 4218720  
Dr K Owen GMC 4192473

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One of the highlights of the year for us is helping with the emergency training for all staff. This is a fun filled session which builds relationships but which has a serious theme. PPG members act out various scenarios for the administration and reception teams as they need to know what to do in any clinical emergency such as what to do if a patient collapses in the waiting room. These sessions involve all staff including Doctors and the nursing team working in small groups and going round to the various scenarios that had been set up around the practice. It makes you realise how seriously Patient Care is taken at Littlewick and The Dales.

We have also worked hard with the Practice to communicate to Patients that the Practice was working hard to recruit new GP's due to retirement, illness and relocation and 2 new salaried GP's have now been recruited. The loss of appointments as a result of this has been difficult for both patients and the practice and the PPG have supported in explaining to patients the reason for recent lack of appointments and what is being done to help this.

Littlewick and The Dales PPG members are proud to represent the practice at networking meetings and want to continue helping and supporting the Doctors and Staff as they work tirelessly to help patients make the most of their lives.

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Winner BMJ Awards 2013 "Primary Care Team of the Year "

