**Patient Group Report for Huntingdon Road and Girton Surgeries**

**2017 to 2018**

**Introduction**

Over the last year there has continued to be ever increasing pressure on General Practice and the wider NHS, due to demographic changes and patient numbers, coupled with limited resources as a result of funding pressures. Ensuring the focus remains on striving to provide the best possible patient care is crucial. The role of the Patient Group is central in helping achieve this goal, making sure the service provided is responsive to patient need. We reviewed and developed the Huntingdon Road Surgery Practice Plan for 2017 to 2018 in April 2017 and were very grateful to members of the Patient Group Committee joining us again at this meeting, adding valuable insight and contributions to the Plan. The Patient Experience continues to be the top priority. The Practice Plan was subsequently presented at one of the Patient Group meetings by Neil Paterson Business Manager, and is available to see on the website. As always we would welcome any thoughts or suggestions for the future.

**The Patient Group**

The Huntingdon Road Surgery Patient Group has over a hundred members, and we are always looking to increase this number, particularly hoping to ensure it is as representative as possible, of the whole patient population. All registered patients are welcome to join, which you can do by simply completing the form either on line at the surgery website, or in one of the surgeries and posting it in the Patient Group boxes in the waiting rooms. We are very lucky to have such a dedicated and active Committee who organize and run the Patient Group, who are always pleased when new members wish to join the committee. The committee is made up of the officers elected at the Annual General Meeting and this year two new members have joined. The Patient Group has developed a poster encouraging patients to consider getting involved and during National Patient week in early June this year we are hoping to attract more new members. Many members who are unable to attend meetings and simply give their e-mail address to the committee and receive copies of the meeting minutes, which they can comment on subsequently. It is helpful to have this feedback. Members can be as active as they wish.

The Patient Group is signed up to the National Association of Patient Participation, and receives regular communication from the Association.

The Patient Group continues to be an integral part of the Surgery and has helped ensure changes to enhance the patient experience. In the future the primary link to the surgery will be with Sarah-Jane Cousins the Operation Manager and Neil Paterson the Business Manager, who are able to support these changes, and who both meet with all the Partners every week. They are the best people to make sure ideas are put into practice.

**Patient Group Meetings**

The full Patient Group has met 4 times again this year considering different area of interest identified by the group members as a whole. The Committee are always looking for new suggestions for these meetings

15/6/17 Carers Event

We had presentations by Estelle Mitchell, Caring Communities Manager from Carers Trust Cambridgeshire, and

Patricia Johnston, Older Residents Coordinator Girton, from AGE UK, discussing the support and resources available to people caring for their loved ones

20/9/17 Annual General Meeting

David Faulkner, Patient Group Chairperson, gave a report on the Patient Group activities over the last year, and the Patient Group officers were elected again for the subsequent years

This was followed by a presentation on the Practice Plan by Neil Paterson Business Manager

21/2/18 Ask the Experts

The Patient Group Committee collected a number of questions that members had raised and the meeting provided an opportunity to put these to the Practice, with members of the Reception Team, Practice Nurses and Doctors answering them, a little like BBC Question Time! This did provoke a lively discussion.

25/4/18 The Role of the Community Pharmacist

Monika Szketko Pharmacist at Rowlands Pharmacy on Histon Road, and Sue Cox Pharmacist at the Girton Dispensary both gave presentations describing the services they offer

Details of the meetings are available on Huntingdon Road Surgery website. At the meetings we are always keen to encourage members to ask questions and it is often this part of the meeting that people find more valuable and enjoyable, and certainly if someone is unable to come to a specific meeting but would like a particular point raised or question answered, the Committee members are always happy to do this for them at the meeting.

We did hold the Carers Event meeting during the afternoon at the Girton Baptist church to see if members preferred a different time and venue. Clearly the meetings can’t be held at the surgery during the day when the surgery is open. This did not seem to result in more people attending and hence future meetings have been held at Huntingdon Road Surgery as usual at 18.30 after the surgery closes. However if this difficult for members they should let the Committee know

**Newsletters**

The Patient Group Committee has again produced a number of very professional Newsletters through the year. These are available on line at our website, and paper copies are distributed in the waiting rooms. They are an extremely useful way of informing people of changes at the surgery, for example changes in people working at the surgery and new people arriving. Other areas covered have included advice regarding influenza vaccines, travel advice, confidentiality at the front desk, keeping us up to date with your mobile phone details, how to get to the surgery, checking your results, long acting reversible contraception, as well as detailing Patient Group activities through the year. Many thanks to the Patient Group for producing these Newsletters. Again if people have ideas for future Newsletters please do let the Committee know.

**Other achievements**

The Patient Group continues to provide magazines for the waiting rooms, ensuring that they are appropriate and updated on a regular basis. They have also supported the leaflet stands again ensuring that the leaflets are well-stocked and available for people to take.

We now have Information screens in the waiting rooms at Huntingdon Road Surgery. This has been something that the Patient Group has been promoting for some time, and with their support we now have these in place. They are potentially a good way of providing useful information, both about the surgery and health promotion issues, and we need to develop their use more in the future.

One of the issues raised by the Patient Group has been the surgery closing at lunchtimes. This is often the best time for people to come in and collect prescriptions for example, during their lunch hour, and the surgery being closed was frustrating. As a result we have changed the staffing rota and we are now open at lunchtimes.

We are using the surgery website more and more which has been encouraged by the Patient Group. We are keen to hear patient feedback, either via the suggestion forms, or the Friends and Family questionnaire, again supported by the Patient Group

**Role of the Patient Group Going Forwards**

We are grateful to the Patient Group for all the work they have carried out again over the last year and as we have said above they are an increasingly integral part of the surgery. We are keen to help the Patient Group continue to develop and define its role, which has included information giving, supporting health promotion, identifying areas to consider, informing the practice of patient opinion, and helping maintain focus on patient care. In the past the Patient Group have been actively involved in producing more formal questionnaires and are looking to do this again in the future. If you have specific thoughts as to how the Patient Group can help you as a patient at the surgery, please do let the Committee know. The National Association of Patient Participation talks of the “Critical Friend” which is a concept we fully embrace

**Thank you**

Again we would like to thank the Patient Group Committee for organizing and facilitating the Patient Group through this year. Thank you.

Huntingdon Road and Girton Surgeries May 2018