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

**2016 to 2017**

The Huntingdon Road Surgery Patient Group has had a very busy and active year again, both in terms of Patient Group meetings as well as presenting comments and ideas to the Surgery. In the Practice Plan for 2015 to 2016, Enhancing the Patient Experience was the first heading, considering issues like our telephone system, the website, ensuring the waiting rooms work properly and looking at our appointment system. Following review and discussion, which members of the Patient Group Committee contributed to, the Patient Experience remains a top priority in our Practice Plan 2016 to 2017. The Patient Group role as “a critical friend” will continue to be important.

The Patient Group has over 100 members, and we are keen to increase this number further. The Membership Application form is now available on line at our website, which can be e-mailed to the Patient Group directly, as well as being available at the Surgeries. It is really important that the Patient Group is representative of all our patients, and we continue to strive to achieve this. Unfortunately we still do not have a strong student voice and need to consider ways of ensuring we hear their views as well. There are Comments and Suggestion forms in the surgery as well as Friends and Family questionnaires, encouraging all patients to tell us what they think, and how we might improve our service. Patients can also give feedback through NHS Choices, which we always try to respond to.

The Patient Group Committee is made up of 5 people currently, who work very hard organizing the full Patient Group Meetings, writing the Surgery Newsletters, and facilitating feedback and communication with the Surgery, keeping us to account. The Committee is elected by the full Patient Group at the Annual General Meeting each year. We are extremely lucky that they are so committed and provide so much of their time ensuring that the Patient Group runs smoothly and contributes so much to the Surgery. Many thanks to the Committee. They would like to increase the number on the Committee, and if anyone would like to join the Committee they can be contacted directly via the Surgery website. Each member of the Committee does sign a confidentiality clause. The Committee meets approximately once a month with Dr Connan as the Surgery representative.

**Patient Group Meetings**

The full Patient Group meets 4 times each year considering different areas of interest identified by the group members as a whole

15/6/16 Care and Dignity at the End of Life

with Rose Taylor Specialist Palliative Care Nurse and Sarah Gent our District Nursing Sister

This was a very sensitive issue and allowed people to ask questions and express views

16/9/16 Annual General Meeting

 Chair Person’s annual report

A presentation by Sarah West Practice Manager discussing the role of the Practice Manager

17/11/16 Staying Steady on your Feet

A talk presented by Jackie Riglin the Falls Coordinator for the Cambridge area, discussing the important things to consider when trying to reduce the risk of falling, and describing the services available in our area

29/3/17 Preventing and Managing Diabetes in the Family

Presentations by Dr Sundeap Odedra from the Diabetes Prevention Program, Dr Val Thomas Consultant in Public Health, and Maria Cowell our Diabetes Specialist Nurse

The Patient Group meetings have all been in the evenings at Huntingdon Road Surgery, as the Surgery is obviously busy during the day. The next meeting planned for 15/6/17, Carers’ Event, is being held in the afternoon at the Girton Baptist Church Hall, partly as we felt it might be more convenient for Carers to come in the afternoon rather than the evening, and partly to see if afternoon meetings might be easier for some people to attend rather than evening meetings. The Patient Group Committee does ask for feedback after each meeting and for suggestions regarding future meetings. It will be interesting to see how people respond to the different timing and different venue following the June meeting

**Newsletters**

The Newsletters allow us to raise important issues, introduce new members of staff as well as pass on information to patients. They are available on line at our website as well as in the waiting room for people to take away. We are very grateful to the Patient Group for producing these in such a professional way. If patients have any specific issues they would like covered please do let the Patient Group know or tell us at the Surgery

**Areas discussed and considered by the Patient Group over the last year**

* The Patient Group Committee reviews the complaints we receive each year in an anonymous form, and considers our responses. We did this at the most recent Committee meeting on 4/5/17. It is important that we address people’s concerns, and will continue to do this each year.
* One member of the Committee has been involved with the Patient Engagement Group for CATCH, our Locality Commissioning Group. This has helped facilitate spread of information regarding how services are commissioned. However due to the financial limitations of the wider CCG, the Cambridge and Peterborough Clinical Commissioning Group (C&P CCG), the Locality Commissioning Groups have been closed down, and we have lost this tier of commissioning. The Committee has discussed the C&P CCG Sustainability and Transformation Plan; Fit for the Future, and will continue to be actively interested looking at how local services are commissioned beyond the surgery, helping ensure that our patients are able to get the care they need, and looking at how we can make sure that patient voice is still heard at the C&P CCG level.
* We continue to update the **website**, and are using it more to try and help inform patients with regard to current issues. One example of this is the recent Cyber-attack which resulted in closure of our computer systems to prevent spread of the malware: we were able to explain this on the website.

We do now have Huntingdon Road Surgery Patient Group Membership Application forms on the website

There is an e-mail contact address patients can use to get in touch

And we do now have photographs of the doctors on the website! as requested by the Patient Group

* We have now changed telephone systems. This has been an important area of concern for many patients, expressed through the Patient Group and through complaints, finding the telephone constantly engaged. The new system has a lot more functionality available to use and we will need to develop this to ensure it works well for patients’ needs. There are more telephone lines available and during busy times we can have more Receptionists answering the calls. We have separate outgoing lines so they do not interfere with incoming calls. We can redirect calls within the system and are looking at how we can best use this facility. There is now a queuing system, which we understand from feedback, that patients prefer to getting an engaged tone. And the Surgery telephone number is no longer withheld when we call patients. This has been something requested by patients through the Patient Group.
* We do now have leaflets in the Surgery **waiting rooms** as well as magazines. One member of the Committee helps ensure that these are well stocked. Thank you.

We have discussed which leaflets to maintain and how wide a range to keep. It is not possible to provide leaflets for every condition, and we do not feel that the waiting rooms will ever be like a library. The leaflets in the waiting room are more a selection of current leaflets for people to read opportunistically, while waiting. For more specific information people are tending to use the internet eg [www.patient.co.uk](http://www.patient.co.uk) and at the point of someone having a new diagnosis or at follow up, the doctor or nurse seeing the patient will provide particular information and leaflets if helpful.

The Patient Group has been encouraging us to look at having Information TV screens in the waiting room. We have not had the resources to provide this in the past, but we are now looking at this with a particular provider, that will facilitate this service, by allowing local companies to advertise in a similar way to TV commercial breaks, between our patient information screens. Ensuring we get a sensible balance is important and we hope that this will be possible soon.

* We have been asked why we close at lunchtimes by patients through the Patient Group. Working on Reception all day is a very difficult and tiring job, and the Receptionists do need a break. However we recognize that this is a time when patients want to collect repeat prescriptions for example, and are planning a trial period over the next few months staying open over lunch, to see if this is practical within our resources.

**Priority Planning**

Past Patient Group reports have identified areas of priority for the Surgery to consider. We need to review these and specifically look at the priory areas to be considered for the future. The Patient Group Annual General Meeting is usually in September, and we are hoping to discuss the Practice Plan then. Perhaps this should be an important outcome from that meeting; ensuring that the Practice Plan is in line with Patients’ priorities is very important

**Thank you**

We are lucky to have such an active Patient Group, organized and facilitated by the Patient Group Committee. We are very grateful. Thank you

Huntingdon Road and Girton Surgeries May 2017