

The Chislehurst Medical Practice Report PPG Meeting 19.1.17

Chislehurst Medical Practice

From 1 April 2015 it became a contractual requirement for all practices to have a PPG and to make reasonable efforts for this to be representative of the practice population.

The NHS constitution states *"The NHS will actively encourage feedback from the public, patients and staff, welcome it and use it to improve services"*

The GPC says *"Patients have a key role to play as partners in both supporting the development of general practice and in ensuring the sustainability of the NHS as a whole. An enabler to achieve this includes strengthening patients input to the practice and delivery of their general practice services through the development of practice based PPG's."*

Having a PPG is already the norm for us. Our PPG has been up and running since December 2011 and they meet at least 4 times a year.

Our forecast at Jan16 for the year ahead included support to the practice from the PPG for CQC inspection and other external bodies such as Healthwatch, Bromley GP Alliance etc.

Going forward the practice will continue to engage with our PPG to obtain patient feedback and, upon agreement by both PPG and practice, act on suggestions for improvement.

Patient feedback continues to be expected to be reflected within the Friends & Family Test (FFT), although collection feedback is still required to inform the development of the practice/PPG action plan.

The purpose of the PPG for 2016-17 has been to continue to develop our carers register and working to develop support groups to patients with Dementia.

It is intended that the practice promotes innovative forms of patient participation to provide accurate feedback from all groups of patients, and allow a better understanding of patient and carer needs. For example the PPG / practice will continue to work towards:

- Innovative forms of communication and insight between practice and patients to co-design services that meet the needs of our practice population
- Improve communication channels with vulnerable patients
- Develop practice champions who work in the practice to support particular issues or particular groups
- Support patients so that they are able to manage and make decisions about their own care
- Hold annual events with practice population to showcase progress achieved and future plans.
- Provide opportunities for patients to find out more about how the practice and the wider health economy works.

Achievements during the year to 31.3.17

Successful uptake of the Bromley GP Alliance Primary Care Access Hubs, allowing patient access 7 days a week.

Successful CQC visit and subsequently reported with an overall rating of GOOD. Received "good" rating in all areas.

Successful integration of new GP partner – Dr Maxim Yau