

Chair Person's Report

Hello Dear Reader,

In what has become my usual way and for anyone unaware or unsure, I open my report by making fleeting mention that New Pond Row Patient Participation Group was formed following the meeting on March 26th 2009 of a small group of New Pond Row Patients, facilitated by Dr. Starbuck and Dr. Bartlett and it was shortly after this that the New Pond Row Patient Participation Group was formed. The said Group was very promptly formalized by Constitution and Launched at Lancing Parish Hall. Its' first AGM took place on the 11th October 2011, this being its' third.

As I think I said in my last report, with all patients of a practice automatically members of its' PPG, ours can in some ways be a difficult group to entitle, and for all patients (5000+) to attend all meetings regularly would not only be a high aim but also perhaps unrealistic logistically etc. therefore a representative group is vital, thus is how I would describe the NPR PPG about which I write. As touched on above, this is our Third Annual General Meeting, in addition to which The Group continues to hold Four Full (General) Meetings and Six Committee Meetings Per Annum, all fully structured to Agenda etc. plus others as per need, such as to deal with surveys, or any other additional matters that may arise from time to time.

Another year seems to have swum by at the rate of a gold medalist, a year not seeing any great changes within our group or its' activities, our main exercise continues to be one of fund raising, though our aim to provide support groups, continue to hear fellow patients' needs, to be a link between them and the clinicians etc. remains, though naturally to really fulfil patients' needs we firstly have to learn them and to date it seems that everyone is so happy with their care at NPR that they perhaps do not see the need for a PPG. However recent times have brought major changes to our National Health Service and I know in the past some may have seen a PPG as one of those 'non-necessary', 'yet another group', 'people meeting for the sake of it' etc. situations, but indeed this is not how it is, viewing it as a legislative directive far nearer the truth and I think on the National PPG site at least one MP and one Dr. states along the lines of there having never been a more important time for PPGs. So if you are a patient of NPR, are willing to be active in our group, please be assured we are a professional, not 'tea and biscuits' etc. gathering, and may be also worth bearing in mind how useful skilled voluntary work can look on that CV?! Since NPR PPG was formed many ideas of what a PPG is has reached my ears and, whilst I see guidelines as sometimes useful, it is my hope that ours will always be patients for patients, as unique as the people it strives to serve.

I usually prefer to confine my reports to NPR PPG matters and activities etc. however it may be that you have heard of some new professional bodies entering the world of the GP and other Practices, Hospitals etc. Therefore in case of interest, and, much though I don't like/avoid using the word 'should', as many of us are recipients of care at some stage of our lives guess in a way this 'should' matter to us all, therefore please find overleaf a very brief explanation of two such bodies which may have reached your awareness recently.

Firstly: **The Care Quality Commission.** Their purpose being to ensure health and social care services provide people with safe, effective, compassionate, high quality care and encouraging care services to improve. Its' role that of monitoring, inspecting and regulating services to make sure they meet fundamental standards of quality & safety, publishing what they find to help people choose care. They state that a PPG offers views on a GP's services from the patient's perspective, that PPGs are defined as 'critical friends', all unique, evolving to meet local needs, that they carry out research, hold health awareness and information events, support the practice in its dealing with other bodies and surveys, also providing support to individual patients, helping them to make informed choices and signposting as to where they can find additional services and support in the community.

And Secondly: **Clinical Commissioning Groups.** Groups of GPs responsible for planning and designing local health services in England. This they do by 'commissioning' or buying health and care services, including: Planned Hospital, Urgent, Emergency and Rehabilitation Care, Community, Mental Health and Learning Disability Services. CCG Boards are made up of GPs from the local area, at least one registered nurse & one secondary care specialist doctor; All General Practices belonging to a Clinical Commissioning Group. Again we have been most blessed in so much that the nucleus of our group has remained, resignations low, new members gradually coming in. We still have one colleague on sabbatical due to health problems and I continue to miss Dr. Bartlett and Ernie, but on the positive side we have our first Vice-Chair, which probably means that after four plus years at the helm I will soon be handing over to a new driver; Sas our Treasurer and Eileen our Assistant Treasurer do sterling work managing our finances; Sas also looking after the bulk of publicity (Lise/Gerrard doing car boot related, thank you); both of our Fund Raisers, Lise and Graham continue to give unstintingly of their hearts, souls, physical and emotional energy; the Group's most treasured Minute Secretary Jas continues to do a fantastic job, by far not the easiest of roles; and though our Newsletter Editor has needed to take time out this year he does remain on board and hopes to return to News Sheet production soon. These to be found in NPR Surgery and online at our website, accessed via that of NPR Surgery's, and please keep a watchful eye on our in-surgery notice board.

As every year, space has 'got the better of me', but I thank everyone who contributes to this our Representative Group of NPR PPG, those already mentioned, stalwarts such as June who never fail to help and support at fund raising events and Rosemary, David, Graham, Sas, Jas, John etc. who walk miles delivering flyers for the same, if I had room I'd mention everyone, but alas others need some pages too! Therefore just please know that I thank and salute each and every one who has made NPR PPG what it is today and who will hopefully lead it to even better things.

Thank You So, So Much Dr. Starbuck, Derek & All At NPR for the wonderful care they give to so many and to my PPG Colleagues for all that they bring to fellow patients' lives and to mine.

With Much Gratitude

Charmaine Skinner - Chair Person

New Pond Row Manager's Report

It has been a very busy year at New Pond Row mainly driven by the effect of the reforms to the NHS which means that every GP surgery in the land has input into what services to provide to patients at a local level. Over time this will improve the quantity of services we can provide at a local level in Lancing. In our case our commissioning group is the Coastal West Sussex [CWS], Dr Starbuck and I sit on the ADUR locality board which feeds directly into the main CWS Board. I am pleased to announce that Dr Mary Asgari our salaried GP became a partner during the year.

Within the surgery we have spent the year consolidating the new triage system which enabled an additional 44% of patients to be consulted by a GP. To put that into context, in the last 12 months your Doctors undertook 23,364 consultations plus 1,558 house visits, which does not include the vast administrative bureaucracy that goes with each consultation. Whilst a minority of 18% [2012 patient survey] indicated they did not like it, without triaging we could not give you the level of service you currently enjoy. Over the coming 12 months we will be refining the system and allocating more pre-bookable appointments. Similarly with the Nurse led clinics we have spent the year consolidating our clinics and their operation with minor tweaks to improve the already excellent service given to our patients. As a practice we would like to do more but we are constrained by the ever increasing cost cutting and the directives of what to provide and when by the NHS per sae.

A significant event in the last 12 months is that each GP practice must register with the Care Quality Commission whose ethos is to ensure all patients get a high level of quality of care within the primary care setting. To ensure this happens we and all other practices will receive an inspection at least every two years, they will inspect by observation and questioning patients in respect of our treatment of you (not medical) and how you find the whole experience from making the initial contact with the surgery until you leave the surgery.

Over the last 12 months, and going forward, we have and/or will introduce new services such as a very limited on-line appointment booking system for which we are currently recruiting patients; communicating results via non GP contact; travel vaccination clinics; sexual health clinic; acupuncture [Dr Starbuck only]; opportunistic early diagnosis of dementia; expansion of our health checks for over 40 year olds and an increase in the sessions for smoking cessation. These are a few of the positive changes that have been made or are in the pipe line for implementation. At long last we have embarked on a programme of improving the premises; it's started by the redecoration of the interior rooms and now proceeded to the external fabric of the building. At the same time we have employed a part time gardener to tidy up and maintain the grounds.

I would like to sincerely thank the support the PPG have given and continue to give to the doctors and the surgery not only in their fund raising capacity but their guidance of what the patients think and want from us which has guided our changes made over the last few years and will continue into the future, thank you very much.

Derek Burks - Practice Manager

And New Pond Row PPG Representative