

# NEW POND ROW PATIENT PARTICIPATION GROUP

## NEWSLETTER JULY 2012

### Brief History Of The Group

The Patient Participation Group (PPG) was set up in March 2009 in response to the coalition government's initiative that Primary Care Practices provide greater involvement of patients in decisions related to services provided by the practice. An additional aim of the group is to undertake various fundraising activities to provide extra equipment and services for the practice.

### Present Situation And Achievements To Date

The main PPG group meets four times per year as well as holding a formal AGM.

In addition the PPG Committee meets six times a year, and if necessary other meetings are set up to plan, organise and run specific activities as agreed by the main group.

Funds so far have been raised by various means including donations, raffles and sponsored events. This has enabled the purchase of a second ECG machine for the Practice. In addition it is planned to obtain a second portable blood pressure monitor also from current funds.

A third project in the existing system, is to upgrade the Practice's spirometer equipment (used for lung capacity tests) with more advanced software. This will simplify analysis of results and enable them to be transferred directly into patient records.

### Patient Survey

A major activity undertaken by the Practice at the end of 2011 with the assistance of the PPG was a detailed patient Survey.

The purpose of this was to obtain patients views on all aspects of the service provided.

As a result of this a number of important changes have been made as detailed below:-

#### **1. Telephone Triage System**

The practice now operates a Triage system, whereby patients who phone the surgery (preferably in the morning) are offered a call back by one of the Doctors the same day.

Prior to rolling out this service on a permanent basis, a two-week trial was carried out.

During the above period the surgery handled 796 calls. 100 of these were subsequently selected at random and called back and the patient asked for their opinion of the service. 84% said they were more than satisfied.

#### **2. Late And Early Surgeries**

The practice now operates an evening surgery up till 7pm Mondays and an early morning surgery from 7.30am on Thursdays.

Two doctors are available in each case. Full details of the surgery times are available at the surgery.

### **3. Out Of Hours Emergency Surgery**

Another recent change is an out of hours emergency surgery operated on Saturday mornings. This is a joint venture with the other four Lancing Practices and can be accessed by using the normal surgery telephone number. While doctors from all the Lancing Practices take turns to participate, the surgery itself will normally be held at the Old Shoreham Road Surgery (opposite Lancing Manor Leisure Centre).

#### **Staff Changes At New Pond Row.**

Many of you will know that Dr Bartlett has now left the surgery. During his time here he has commuted from his home in Kent on a daily basis. In the interest of his family and probably his own “sanity” he has decided to move to a practice closer to his home.

Dr Asgari has replaced Dr Bartlett. Dr Asgari (who likes to be known as Mary) was previously at the Orchard surgery in Lancing for eight years.

Dr Htun is now a Partner at the Practice.

One further change in nursing staff is that Ali Kipping has left and has been replaced by Amanda Jones.

### **Future Plans**

1. It is intended to repeat the Patient Survey later in the year in order to judge the effect one year on of changes made. The content of the survey will be the same so should enable a direct comparison of results.

2. Another consequence of the previous Patient Survey is that it is planned to introduce an “expert patient” whereby one or more patients with significant and ongoing medical problem(s) will be invited to give their views on the treatment they receive from the New Pond Row Practice. Initially Rheumatology is the likely first candidate for this.

3. The group plans to continue with fundraising activities. To this end, two Car Boot sales at Adur Rec. are scheduled for 4<sup>th</sup> and 25<sup>th</sup> August. Anyone who has any items they wish to donate for these sales is welcome to bring these to the surgery.

=====END=====

New Pond Row Surgery  
35 South Street  
Lancing  
West Sussex  
BN15 8AN

Telephone: 01903 851073