# Chair‘s Annual Report of Wish Park Surgery PPG for the year 2014.

5 meetings were held during 2014.

Our PPG aims to work with health professionals, primarily the Practice team, to improve patient care and experience, encourage people to take more responsibility for their own health, and allow them a voice in how things are run. We are affiliated to the National Association for Patient Participation (NAPP). Some of our members also regularly attend public meetings of, and make representations to, the Brighton and Hove Clinical Commissioning Group (CCG).

*Patient involvement:*

At Wish Park Surgery we have established good patient involvement via dialogue with staff, particularly Sanket Patel, the Practice and Patient Services Manager. Recently the new Practice Business Manager, Greg Barnes has been welcomed to our meetings. We feel sure that he will be an asset to the team and hope that he will enjoy being part of WPS.

In 2014 the PPG made representations about the annual patient survey, repeat prescriptions, telephone difficulties, booking appointments, and the computer system. Systmonline, opened by the practice in 2013, enables those registered by signing a form available at reception, to book appointments and order repeat prescriptions via the internet. This helps reduce telephone calls and speeds up some interactions saving time for both staff and patients. However, more publicity is needed to ensure that all of our patients are aware of this option.

*Membership*:

Updating the list was quite a task. I wish to thank our secretary for his hard work in doing this. Currently we have 34 members including 25 on email and 7 who request a paper copy. This is up from about 12 just 2 years ago. Four managers of local care homes where some of our patients reside, also receive information by email. Pleasingly, average attendance at meetings is steadily increasing.

We have continued to make people aware of our existence via posters and leaflets at the surgery. On Sat 12th July the PPGs from Wish Park and Sackville Road Surgeries held a joint stall at Wish Park Summer Fair, raising awareness of PPGs in general, and of the two practices in particular. As a result 3 more patients joined us. Thank you to Ruth and Pamela who assisted at the event.

Every patient is eligible to join and we actively welcome new members. Leaflets, available at the surgery, encourage people to get involved, share news, ask questions and suggest ideas. Patients can also contact the PPG directly via email [wishparkpatients@gmail.com](mailto:wishparkpatients@gmail.com). The new PPG section on the surgery website [www.wishpark.gpsurgery.net](http://www.wishpark.gpsurgery.net) includes our Terms of Reference, minutes of meetings and dates of future ones.

*Outreach*:

Both our Chair and Secretary are members of the local PPG Network making contacts and comparing experiences with other PPGs in Brighton and Hove. The Chair is a volunteer with Brighton and Hove Healthwatch, the local health and social care watchdog which publishes a free monthly newsletter containing a section on PPGs as well as other useful information. (To receive a copy telephone 01273 810236 or contact them via [www.healthwatchbrightonandhove.co.uk](http://www.healthwatchbrightonandhove.co.uk).) She is also Co-Chair of the Extended Primary Integrated Care (EPiC) Citizens Board and a member of the (EPiC) Board. EPIC arose from the Prime Minister’s £50 million Challenge Fund set up to find ways of improving patient care by working together towards a healthy future. B&H CCG was one of 20 successful bidders out of 250 applicants for Wave 1.

*The new purpose-built surgery at 193, Portland Rd:*

The practice now hopes to move in June 2015. The PPG is especially concerned about patient access and parking at the new site. Members of the PPG committee met with Wish Ward councillors, (Anne Pissaridou on 7th Feb and Gary Pelzer Dunn on 17th Feb) to discuss the issues in the absence of a traffic plan for streets around the development. Both are extremely concerned about the situation.

In response to the PPG’s representations the practice conducted a survey into how patients travel to the surgery. This fed into presentations by the PPG to the Council about pedestrian access to the new premises. Councillor Pissaridou has been active in keeping us informed about what the Council is doing. Again, I must express my thanks to the Secretary for his active pursuit of this issue.

Because of the impending move, we have been far more pro-active on behalf of patients in 2014 than most PPGs in the city. Two open sessions were held on10th Dec (1.15pm-3pm) and15th December (5pm-7pm), when the new plans were on display in the upstairs waiting area. The Practice Managers, members of the PPG and other patients attended. Ideas on layout, chairs, furnishings and décor, especially for the waiting areas were discussed.

In addition to the move, many changes are occurring in the NHS at the moment so 2015 promises to be a challenging year for Wish Park Surgery. I hope that the PPG will continue to thrive, increase in numbers and be more representative of all our patients in order to best support the practice by contributing to decision making, promoting health awareness and personal responsibility and influencing the provision of local secondary health and social care for all.

### Sylvia New

### Jan 2015