

# *Red House Surgery Patient Participation Group*

## *Annual General Meeting*

Tuesday 13<sup>th</sup> May 2014 at the Surgery

### Chairman's Report

I have much pleasure in presenting this report to the PPG. We have enjoyed a very successful year again with a good turnout for both the monthly and Core Group meetings. More projects and activities have taken place during the last 12 months than in previous years. These meetings and the activities are all recorded in the monthly minutes and I will not repeat everything again here, but rather comment on a small selection of our more notable undertakings.

Our regular walks programme: The Red House Rovers has continued and the number of regular walkers has increased. Judith and her team have devised an interesting programme of routes, usually starting or ending at a location that is convenient for a cup of tea or perhaps something stronger. Indeed this programme has proved so popular that it has been decided to increase the number of walks to two a month.

The programme of talks given by visiting speakers continues to be popular as evidenced by the number of questions at the end of most events. Responsibility for organising these has now been handed over to Jan Lloyd. The PPG have thanked Judith warmly for all of her work in organising this programme over the last few years.

Our Champions Project has been developed in the light of recent research that has shown loneliness and isolation amongst older people is increasing and that social interaction is one of the most effective ways of keeping some types of dementia at bay. The Project is designed to provide a channel through which patients at our surgery can access some of the social events that are available locally. These could be coffee mornings, lunch clubs or other activities. The posters are on display in the surgery and the flyers are available from reception.

Our member Jan Lloyd will happily accompany anyone who opts for the Project to the venue/event that they would like to visit on at least the first time they visit. Hopefully this might allay any fear of "crossing the threshold" for the first time, which can be a daunting prospect!

We have organised two visits during the year. The first was to the Pathology Laboratory at Milton Keynes Hospital. This was a fascinating event. The staff of the Lab had stayed in their own time to show us round the amazing machines and instruments that analyse all the thousands of samples sent in from GP Surgeries and from the wards of the Hospital. It was very encouraging to see the care that is taken to record everything and to check and re-check all of the labels. This was the first visit by members of a PPG to the Hospital. It proved so popular that the Path Lab now hosts visits from other PPGs on a regular basis. We hope to organise a further visit sometime in the autumn.

Our second visit was to the Safety Centre where we were shown the 'stage sets' that are used to teach children some very important ideas about safety in the home, on the roads, railways, lakes and canals, on farms and on building sites. This visit was organised by John Neale who is one of the volunteers that run the Centre. The whole setup was truly impressive and we left with great admiration for the concept and the way in which it has been developed here. Apparently there are Safety Centres in other towns but it is thought that ours is probably the oldest and the largest. We hope to organise a further visit sometime in the autumn.

The members of our gardening working group have continued work with the raised beds in front of the Surgery. Early in 2013 all of the stale and exhausted old soil was dug out and replaced with fresh compost and a mixed planting of small shrubs, bulbs and bedding plants has been maintained. With the sun last summer the geraniums made a great display and the spring bulbs have put on a grand show earlier this year. The geraniums have survived the winter and will be replanted later this month. Many thanks to Angela and her team for all of this work.

Members of this PPG together with the much larger group of members of the Virtual Patient Representative Group elected Victoria Shiner as our Patient representative to the MK Commissioning Board. Victoria's deputy is Steve Bates: both regular attenders at the PPG monthly meetings. Victoria and Steve have provided detailed accounts of the work of the patient representative groups and these reports have been recorded in the minutes each month, I will not attempt to duplicate them here. It is encouraging that it appears that the patients' group seems to be a bit better organised recently, however there seems to be little evidence of the Commissioners actually consulting with our representatives.

During the winter and early spring we have organised our third Patients Survey. We were able to use the new surgery software to host the questions this year instead of the Survey Monkey service that we had used previously. This year's survey showed a very high level of satisfaction with virtually every aspect of the Practice. In previous years the surveys had made recommendations for changes or developments and it is very pleasing to be able to report that the Practice has responded to all of these recommendations. We can now book appointments on line and there are more book-ahead slots. A major recommendation from last year's survey was to convert the front door so that it can be opened by pressing a button and it is great to be able to report that the new door was designed and installed very promptly. A recommendation from this year's survey was to re-design the Red House Surgery website and again the response from the surgery has been prompt – the first round of discussions to provide a design brief have already taken place.

As I remarked at the head of this report I have simply described a selection of our activities during the last twelve months. Full details of everything else that goes on are of course noted in the magnificent sets of minutes prepared in great detail by Angela. Again many thanks for all her work as our Secretary.

This has been a busy and interesting year for the PPG. We can now look forward now to another productive and engaging year and in closing I will record the thanks of the PPG members to all of the Partners and Staff of the Red House Surgery. We are lucky to have such a hardworking and caring team look after us.

David Lloyd     May 2014