

ISSUE 1

APRIL

Richmond Hill Practice

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Patient Participation Group Newsletter

Welcome to the Richmond Hill Patient Participation Group newsletter, which is available every 6 months. It will help you keep up to date on news and events discussed at our monthly meetings.

THE RICHMOND HILL PRACTICE

We have been meeting up as a group for over 2 years and it has been a success so far. Meetings are on the last Tuesday of every month from 4 - 5pm.

A big thank you to our chairman Jerry Stanford and the members of our PPG. They have been coming consistently to our PPG since we started. We appreciate you giving us your time and feedback.

If you are interested in coming along and having your say, please get in touch with Joanna at the surgery or email our chairman Jerry. (see email at the top of the newsletter). We are always looking for new members to join us.

If you would like to have a look what we have been discussing in the meetings, please visit our website. There are past meeting minutes and agendas for you to have a look at.

We have been discussing the annual questionnaire at the PPG for over 2 years now and in 2015, with the help of the PPG members, we gave it a complete make over. We also used Survey Monkey to help us collect the results more efficiently and this worked a treat. The results for 2016/17 will be on the website for all to see very soon and also a comparison to last years results.



EAST LANCS

Jerry Stanford, our chairman, is the Public Governor for Airedale Hospital representing East Pendle and Colne. If you have any comments regarding Airedale hospital, please pass them onto Jerry via email.



East Lancashire want to listen and learn about your healthcare experiences, getting you involved at every stage of your care. They need **your** feedback to make sure the improvements they are making meets your needs.

Telephone: 01254 733618
Email: tellellie@elht.nhs.uk
Twitter: [@talktoellie](https://twitter.com/talktoellie)
Facebook: www.facebook.com/talktoellie

Home wise (memory matters) are a non profit making organisation offering free advice and support to help people living with dementia stay safe in their home. They have visited us in our meetings for us to get an insight into what they do.

For more information please call 01254 232249 or email

Airedale hospital Trust want you to support them. It is free to join and you will receive copies of their newsletter, regular updates about free events, careers days, behind the scenes tours and much more. You are also able to get involved by voting in their elections and by playing a part in the hospital's future. You can join online by visiting www.airedale-trust.nhs.uk

EAST LANCS CCG

Throughout many of the PPG meetings, we have been discussing the new model of care which is based on GP surgeries opening from 8 - 8pm every day.

All GP surgeries have got together in Pendle to discuss the extended hours on a rota basis and for doctors to access all records. East Lancs CCG want to have it commissioned centrally for the whole of East Lancs which means involving more managers, money and doctors who no one knows.

Lisa Cunliff from the CCG came to speak to the group regarding the proposal to improve access to GP services. Their proposal involved a local hub taking over the GP services from 4 - 8 pm weekdays and 8 - 8pm at weekend, located in Burnley & Accrington only. The members of the PPG disagreed with quite a few aspects so we formulated our own discussion and devised a plan. This was laid out at the managers meeting.

They are basically saying one system for all and management are brought in at huge costs. We have our own GP plan which suggests a better system and to the patients' benefit as well as saving money. Our PPG members felt that patients should be involved and we want our own doctors to do the extended hours, not unfamiliar ones employed by the CCG.

The extended hours were said to be taking place at a central hub in Pendle which would mean significant distances to travel for most people seen out of hours and our surgery would cease to work after 4pm.

THE RICHMOND HILL PRACTICE

Health visitors visit our practice every Monday afternoon and parents are able to bring their new born babies along for a weight check. They are seen with a doctor and a nurse who can advise them in any way and they are able to flag any concerns. This service is very helpful for our new mums and we find it to be extremely fulfilling.

Over a year ago the system started to break down and the Health visitors were stopped from coming to the Practice due to funding. Throughout the PPG meetings, we have been building a case to get the Health Visitors back working with us. For a brief spell, the Health Visitors were told they had to see mums separately on a different floor in the Health centre. This would mean that the parents had to have two appointments as opposed to one and they had to bring their baby up to the next floor to see a doctor and nurse, after seeing the Health Visitor. This was very difficult logistically and we were getting complaints from parents, as they are had to bring babies up half dressed.

After many months of meetings, we are happy to announce they are now working back with us at Richmond Hill Practice. We would like to thank our PPG members as we feel, without you, this wouldn't have been possible. We would also like to say a huge thank you to Jerry Stanford, our chairman for attending the meetings and fighting our corner.

The Friends & Family test results have been discussed in the PPG meetings and you can find the results on our website. You can also take part by visiting our website or the surgery and filling in a FFT questionnaire.

In our meetings, we are currently discussing our Qualitative Outcome Framework which is a set of key performance indicators. As a group we are coming up with ideas on how to boost our performance in certain areas e.g. diabetes, blood pressure and Atrial Fibrillation etc. Keep your eyes peeled for the feedback on our website or join our group and have your say.

EAST LANCS

In one of our meetings we have discussed the St Vincent's Homecare & Repair, which is a service for over 60's or disabled. It is a handy person's service including a panel of trusted contractors. They protect vulnerable people from rogue traders and bogus callers. This is a very good service, giving peace of mind not only for themselves but family members and friends too. For more information call 0845 050 0570 (local rate) or 01706

We have also discussed Aawaz, the voice of Asian women across the nation. Their aim is to support and work with women to help improve their chances of integrating into the wider society and improving the lives of future generations. We felt this was a very important service and if you want to get in touch with Aawaz, please call 01254 398176

Telemedicine, the Digital Care hub at Airedale Hospital, has been highly recommended and praised by our PPG members. As a practice, we have noticed a decrease in request for home visits from Care homes and feel it has had a positive affect on our practice. Telemedicine provides remote video consultations between healthcare professionals and patients. It not only reduces visits for GP's, but also helps to reduce patients' lengths of stay in hospital and also supports care outside hospital, including early discharge, or avoids unnecessary visits and admissions to hospital.

Staff at Airedale Hospital are joining a national campaign 'John's Campaign' to raise awareness of dementia amongst patients, carers and members of the public. Dementia has been a hot topic in our PPG. Family member, best friend or neighbour, we can all identify with it somehow.

www.alzheimers.org.uk

If you have any issues you think may need bringing up in the PPG, please email our chairman
Jerry -
Jerrystanford@btinternet.com

CCG

E.g. if the main hub was Yarnspencers or St Peters patients from Colne, Earby, Barnoldswick and the villages would need to travel to Nelson or even Burnley to be seen out of hours. This would encourage those in the East to go to Airedale A & E instead to no-ones benefit.

The Health Centre in Colne is the most appropriate on accessibility grounds, even for many from east Nelson. East Lancs is such a widespread area, that people are going to have to accept that they may need to travel where ever the Hubs may be placed, ideally, it should only be approx. 2-3 miles.

Over time, our members have attended numerous meetings regarding this Issue and continue to do so. Watch this space.

Michelle Pilling is the Lay Advisor for Quality and Patient Experience for the Clinical Commissioning Group (CCG).

Her role involves actively engaging with patients, carers and community groups to ensure that patients are at the heart of everything the CCG does. She believes that patients and carers have the greatest interest in getting things right, but they can only do so if we give them real power to shape their own care. As Chair of the Quality and Safety Committee she is guided by the principle that the NHS does best when it listens hardest.

Michelle came to visit our PPG and thought it was one of the best attended and organised PPG meetings she has been to. She also saw that the group felt engaged and involved which was reflected in the numbers of members and

