

Bridport Medical Centre – Patient Participation Group

Notes from meeting/workshop – Friday 6 March 2015

We were delighted to welcome 23 patients to PPG meeting. Joining the meeting were:

Dr Andy Finucane (GP Partner)

Mr Pelham Allen (PPG Chair)

Mrs Elise Ripley (Locality Engagement Lead)

Eilish Davoren (Practice Manager).

The meeting opened with introductions followed by a presentation by Dr Finucane, setting the national context and introduced a local perspective to the current challenges faced by the NHS and specifically primary care. The focus for the presentation was developing a new “Acute Service” at Bridport Medical Centre to encourage and signpost patients to the most appropriate service to meet their needs. This was well received by the participants and will be made available to the wider patient population via our website.

Mr Pelham Allen, in his capacity of Chair of the PPG introduced himself as both a Bridport resident and patient of the Medical Centre who has himself been treated for blood cancer. Mr Allen comes with a wealth of experience, including chairing two large London-based cancer charities and also has a role in supporting the turnaround of NHS hospital trusts. Mr Allen was very enthusiastic and will be a cornerstone of the group with the support of the membership. Mr Allen encouraged those present to consider playing an active role in the PPG by joining the steering group. Where this was not possible for some, Mr Allen welcomed membership of the “virtual” PPG and hoped that the attendees would all promote membership within the wider community.

The second part of the meeting was dedicated to workshops. The attendees split into three groups, with a facilitator and note taker. The key points that emerged were noted and are available below.

The groups focussed on three key areas:

Choosing wisely – right choice, right time, right service

1. What do you understand by “acute” and “routine” demand for GP services?
2. How do we help patients choose the appropriate service to meet their need?
3. What are the key messages that we need to get to patients?
4. How will we deliver these messages?

Supporting our patients to manage their own health and wellbeing?

- Whose responsibility is this?
- What are the factors that affect health and wellbeing?
- What do YOU do to maintain your own health and wellbeing?
- How can we, as a PPG, promote/motivate our community to take up activities to promote their health and wellbeing?

Building capacity and capability in our local community

- How can we work together to build a circle of support around our most vulnerable community members?

Key themes

Choosing wisely – right choice, right time, right service

1. Confidentiality – group members expressed a concern over sharing the reason for their appointment request to be signposted to the most appropriate healthcare professional.
2. Wider healthcare team – members expressed a wish to understand more about the roles and responsibilities of other members of the practice healthcare team. This would increase their confidence when being seen and treated by them.
3. Exacerbation of long term conditions – there was uncertainty as to how best these patients would be managed. Would this be the right service for them as generally it is their registered GP who knows most about their ongoing condition.
4. Messages – members recognised the importance of communicating our messages regarding when/how to use services appropriately and the fact that there are other options e.g. pharmacy/self-referral mental health services. We recognised that multi channels should be fully utilised including web, local papers and voluntary groups.
5. PPG involvement – if appropriate, members could support the implementation of the new service (front-of-house presence)

Supporting our patients to manage their own health and wellbeing?

1. Patient responsibility – members recognised that primarily it was the patient's responsibility to maintain their own health and wellbeing.

2. Patient education/information – members wanted to see more health related “events” at the surgery e.g. common conditions/mental health/pharmacology. They talked about involving the many organisations who have a role in promoting healthy lifestyles e.g. Diabetes UK, Stroke Assoc, Dorset People First.
3. Best Practice – it was suggested we look at good practice from other areas. We talked about “health pledges” e.g. patients signing up to reduce sugar content in their diet. We talked about using PPG members/volunteers to act as ambassadors/encouragers to help patients to adopt lifestyle changes in easy steps.

Building capacity and capability in our local community

1. Voluntary sector – we agreed that there was need to link voluntary organisations to identify any gaps in provision.
2. Patient information – we discussed the need for a register of local voluntary/support groups. This information should be available in all formats. Looking at best practice from other areas was again suggested.

There was additional information that arose during the workshop discussions. Although it did not directly inform the discussion themes, it was acknowledged.

Future meeting dates were discussed.

Next meeting: Steering group

Time: 17.30 – 19.00

Date: 26 March 2015

Venue: Bridport Medical Centre (Health Education Room)

PPG contacts

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