

Patient Participation Group

New Pond Row Surgery

Autumn News Letter for New Pond Row Patient's

This is now the third news letter and the group has been running for over a year. As announced in the last news letter we were planning a launch event on October 13th. I am pleased to announce that this event took place and was a very successful evening with few empty seats.

The event took place at Lancing Parish Hall and was opened with an introduction by from Mrs Skinner our Chairlady.

This was followed by a very interesting presentation from Dr Starbuck about how the practice developed. In the 1930s Dr Alexander joined Dr Thompson and set up the practice at 37 South Street known as "Greystones" taking the practice through to the formation of the NHS.

Dr Tierney was another important person for the practice as he designed the present surgery and also introduced ultrasound scanning, making this one of the first practices in the country to have this facility.

Dr Starbuck joined Dr Tierney in 1986 which means next year he will have been with the practice for 25 years.

In 1989 the surgery had its first female GP Dr Campbell.

Dr James Bartlett joined the practice in 2005 and the current team of Doctors is completed by Dr Kay Htun and Dr Farhana Anjum.

This is just a brief synopsis of a very interesting

presentation. This was followed by a further presentation, giving an outline of patient participation groups.

This presentation explained that this was not a new concept and that the national association of patient participation was set up in 1978. NAPP is a charity that speaks for patients without the limitation of specific disease or condition.

PPG's are based on cooperation between patients and practice staff and help to improve communication. They also help to explore the ever changing needs of patients.

The presentation gave a wide description of what a PPG is and the benefits to the practice team, the patients and the community. These benefits include:

- Patient's becoming more responsible for their own health and well being.
- Having greater knowledge of the practice and its personnel.
- Having an arena in which to suggest positive ideas and concerns
- Having a platform to explain the available service
- Be able to support patient's with non medical issues
- Being able to get help from patients to meet aims, objectives and targets. (Which could have an important part to play in the future, with the changes that are taking place from central government)

- Having a forum in which the practice team can air concerns, ideas and suggestions. The practice team being able to get closer to the patients and community for whom they care.
- Patients could have the opportunity to become more involved in other community activities.
- Patients could have another route through which they could help other patients in need.
- Patients with non medical issues such as loneliness could be supported.
- Again there were lots of other benefits demonstrated to those present but most importantly it highlighted that a PPG was beneficial to:

1. Patients
2. The Practice
3. The Community

After this most interesting and informative presentation there was a questions and answers session in which the audience asked a variety of questions that were answered by the PPG or the Practice Team.

There was a question about having an exercise class for older people which has now been taken up by the PPG and is being looked into.

In total there were nine different subject matters covered including the appointment system with which many people expressed their dissatisfaction

However Derek the practice manager explained that as a practice they are always looking at ways to improve this service and that currently they provide 450 appointments each week. Unfortunately funding does not allow for more doctors to increase this number.

He also informed us that the maximum number of landlines that are available from BT are already installed at the practice.

It is hoped that the nurse led triage system that has now been started will relieve some of the pressure.

Following the questions and answers session, there were light refreshments and the opportunity for people to talk with the doctors and members of the PPG.

There was also a raffle which people enjoyed. This raised £61 for the PPG fund.

This fund has been set up to raise money for the purchase of equipment that will benefit the practice

Our first objective is to raise £2,500.00 for the purchase of a portable ECG monitor.

Other fund raising events such as a further raffle for a Christmas Hamper will be organised and advertised in the surgery and in our subsequent quarterly News Letters.

Dr James Bartlett summarised and closed the meeting, thanking the PPG members for their work in arranging a pleasant and enjoyable evening and the guests, for giving up their time to attend in support of the practice.

From this event the PPG and the practice team collectively now have a better understanding of how patients feel about the practice and also some ideas to move forward with.

Quite a few people came forward wanting to become involved in the group and an invite will go out for them to attend future meetings.

Our thanks go out to all those who attended and demonstrated that people are interested in what happens at the practice.

Your Practice