

CHIPPING SURGERY PPG ANNUAL REPORT 2017 -2018

Recruitment of PPG members

1 new member joined. Previous members have re-joined as members of the Virtual PPG

Community Support

Defibrillators

Members of the PPG have attended many community events to promote the provision of additional Defibrillators in all areas covered by the surgery, and to demonstrate their use to encourage people to feel confident to use them when needed. The PPG has also worked with many local community groups and businesses to raise funds to provide sufficient accessible defibrillators to give wider coverage in our communities, using the existing Kingswood experience in the communities in which they live.

As a result, Charfield has received delivery of 2 cPADs (one for the village hall, one in the shopping parade) but they have yet to be accredited by SWAST.

Wickwar now has a cPAD located at the Social Club in High St.

Kingswood: now has 3 cPADs. 2 more are planned.

Wotton: 10 (ten) have just been ordered to add to the 2 installed by the Town Council last year. Of these 10, 3 have been delivered, one of which is already installed but yet to be accredited.

Hillesley/Tresham, and Inglestone Common areas are in discussion as to how best to provide and maintain defibrillators.

Dementia Support

The PPG have supported an Dementia Awareness event and is in discussion with Dementia Connections and Stroud District Council about how to ensure that any changes to the Surgery building are made to be Dementia-friendly

Fundraising

The PPG raised funds to contribute to the purchase of a check-in screen for the downstairs waiting room

Information for Patients

Several members of the PPG supported the annual Flu clinics, acting as 'marshalls' to ensure a smooth flow of patients (and as a result queuing time was minimal) ensuring that Patients' details are correct so that they can be contacted easily by the surgery; offering support and updated guides to accessing the online services for ordering repeat prescriptions or booking GP appointments and explaining the patient survey.

Patient Survey

The PPG was involved in setting the questions for the patient survey, handing out and explaining the survey to patients and in reviewing the results.

Networking

PPG members continued to attend local networking meetings and events to ensure Chipping Surgery patients and staff are made aware of, and are able to contribute to, decisions being made which affect the provision of healthcare.

Development Plans

PPG members have been involved in discussions with surgery staff on ways to adapt the surgery to accommodate more patients. They have reviewed the plans for building work and advised on the likely impact for patients and staff.

Working with the Surgery Staff

Meetings have been held with the new Practice Manager to discuss all aspects of patient care and potential improvements to the service provided – including the new post of Matron and the establishment of the Long Term conditions clinics for patients with multiple long term health conditions