PORTLAND MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP

NEWSLETTER MAY 2016

# Fundraising

The Blood Pressure machine and chair in the waiting room is one of the PPG’s biggest accomplishments. It was bought for the surgery with funds raised by the PPG. Many patients may remember buying a calendar to help with fund raising – thank you!

The remainder of the money was used to part fund an INR machine for use by the nurses

Communication between members of the PPG and the staff at the practice has helped improve patient care and relations. Improvements to the way that reception is run such as having an extra phone line open in the morning have come from suggestions made in the regular meetings held by the PPG at the Surgery. This has made it easier for patients to contact the surgery.

# The Patient Participation Group (PPG) helps the practice understand the needs and concerns of the patients.

# The PPG works with the practice manager and other members of staff to ensure that patients are getting the best possible care.

As well as regular meetings, members of the patient participation group regularly help in the waiting room updating notice boards and talking to patients about schemes which can help. This includes registering for the Pharmacy First scheme which allows patients who are entitled to free prescriptions to go straight to the pharmacist for advice they otherwise may have needed an appointment to obtain. The group also encourages patients to sign up for electronic patient access; this provides lots of helpful options such as booking appointments online, looking at test results and ordering repeat medication.

Since the group started in 2011 they have conducted a number of patient surveys which are used to help the practice make changes which will benefit patients. Health promotion evenings have been another successful venture with several hundred patients benefitting from talks including diabetes, breast awareness and dementia.

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All patients are welcome to join the Patient Participation Group; ask for details at reception.