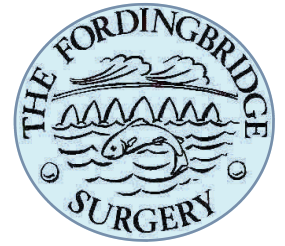




BULLETIN

February 2013



What has the PPG done since the last Newsletter?

Working with the Surgery, we designed and conducted our second annual survey. This year we concentrated initially on the appointments service in view of the implementation of the Same Day Service (SDS). This is now a defining feature of the surgery's response to patients needing a swift or urgent response and has been a major feature of the appointment system for a year. It has become increasingly effective and smooth-running and, after some initial caution from patients, is now widely trusted.

In the same survey we provided for patients to tell us their general views on the quality of their experience of surgery systems and their hospital care resulting from GP referrals. This is increasingly important and has not been previously attempted.

As this Bulletin goes to press, the early results tell us that general satisfaction levels are good or very good, broadly where we would all expect to see them - but also that some specific areas need further research and analysis. Patients now have an increasingly vital role in channelling their views into this PPG work. We are already seeing benefit from this process and it is important that patients continue to participate and keep up the momentum. We also need to reach more patients.

Quality of Healthcare.

As well as improving performance on urgent case work, e.g. by use of SDS, the surgery is part of national and local moves to concentrate attention on chronic conditions, such as chest complaints.

To this end, PPG has joined the Surgery team in the monitoring and response work which goes into this Local Enhanced Service, and will continue to press for a patient-centred approach to the use of scarce financial and clinical resources.

HEALTH MEETING

The next PPG Public Meeting is on the 21 March.

The Programme will include further updates on all of these matters and there will also be the opportunity to see the health promotion display about prostate problems, that is in the Fordingbridge Surgery for the whole of March.

As a direct response to patient requests, there will be a presentation on Emergency Service response from the Ambulance Service and the role of First Responders in life-threatening emergencies. We shall return to the NHS re-organisation work too.

The most important element of PPG work is listening to patients. We need to know your views; we need to hear the questions that concern YOU - and we need to know about your experiences in using the systems that are there to help when you need them.

Join us on 21 March to have your say. Bring your friends; bring your experiences; bring your questions; bring your ideas. Please help us to help you - and by connecting us to your friends and neighbours.