

# LEATSIDE SURGERY PATIENT PARTICIPATION GROUP

## A Message from the Chairman, Barry Wheeler

### **PATIENT INVOLVEMENT SUPPORTS LEATSIDE'S OUTSTANDING SERVICE – be part of it!**

In 2015 our Leatside Surgery was inspected by the Care Quality Commission, and judged to be 'Outstanding', placing it amongst the top 1% of such services in England. This huge achievement is a real accolade for the quality and hard work of the whole staff team at Leatside, and we are indeed fortunate to be their patients.

Being 'Outstanding' means that complex judgements have been applied to every aspect of the way the Practice works, and this includes the extent to which patients play their part in maintaining service standards. Every Practice is obliged to establish a Patient Participation Group, but sometimes this body makes little real contribution. At Leatside the Inspectors found that the Group had been encouraged to become active and help shape services. This was just one of the many reasons that the Inspectors were impressed.

Keeping up such high standards is a big but welcome challenge, not just for the Practice team, but also for us as participating patients. The current Patient Participation Group has therefore been reviewing how it might offer patients even more active involvement and engagement with practical issues close to their heart. As a result, this is what we are doing:

- Refreshing the Group's membership list to identify existing and new Members willing to engage more actively with providing opinions about services they receive, and to support Surgery healthcare campaigns.
- Establishing an annual patients' meeting which all Members can attend.
- Seeking Members willing to attend quarterly meetings of a PPG Committee. This Committee will work, with support from the Practice, to identify patient concerns, ways in which services might be improved, involvement with healthcare initiatives, and NHS changes affecting patient care.
- Setting out a clearer role for the Committee which ensures that it deals with appropriate matters and does not become involved with issues involving patient confidentiality. Terms of Reference can be found on the practice website.
- Identifying issues which both patients and Practice would benefit from discussing and matters where patients could make a contribution to quality of care. An example would be recent patient/Practice work with Boots to understand and improve the prescribing and dispensing process. Others might be patient participation in a debate aiming to improve care through online services, or in vaccine campaigns.

#### **WOULD YOU LIKE TO JOIN US?**

If you would like to help shape Leatside services, please email [leatside.surgery@nhs.net](mailto:leatside.surgery@nhs.net) with "PPG Membership" in the title of the email. Alternatively contact the reception team at Leatside Surgery, confirming that you want to join or continue as a Member.

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