

RUSTLINGS ROAD SURGERY
PATIENT PARTICIPATION GROUP
UPDATED OCTOBER 2022 NEWSLETTER



INTRODUCTION

Dear existing and new PPG colleagues,

I hope you and yours are safe and well.

Thank you so much to everyone who has expressed an interest in the Rustlings Road Patient Participation Group (PPG). Our recent recruitment has resulted in the PPG expanding from 20 to 100! The overwhelming response means the PPG will need to operate mainly virtually but from time to time everyone will get an opportunity to meet with a few other members to discuss and support the practice.

The purpose of this newsletter is to provide some information about what a PPG is, how we operate the Rustlings Road PPG, to let you know how the practice has been delivering services and to encourage you to submit your views or questions or flag issues you would like to discuss. Thank you.

Jenny Dibden Stevens
Chair

WHAT IS A PPG?

Patient Participation Groups can make a real difference. They should reflect who lives in the local area. There is quite a lot of information on PPGs on the Internet. Most of the following is drawn from the Patients Association publication Patient Participation Groups A guide to setting up and developing your PPG April 2021, picking out the things most relevant for the Rustings Road PPG.

Since April 2015, it has been a contractual requirement of NHS England for all GP practices to have a PPG and to make reasonable efforts for this to be representative of the practice population.

A PPG is a group of volunteer patients, carers and GP practice staff who meet to discuss practice issues and patient experience to help improve the service.

A PPG is open to every patient on the GP practice list. All communities, groups, genders, ages, ethnicities and disabilities representing the patient list are encouraged to join.

The aims and work of each PPG depends entirely on local needs but they all have the aim of making sure that their practice puts the patient and improving health at the heart of everything it does.

PPGs can give patients and practice staff the opportunity to meet and discuss topics of mutual interest.

PPGs can provide a means for patients to become more involved and make suggestions about the healthcare services they receive.

PPGs can explore issues from patient complaints and surveys, contribute to action plans and help monitor improvements.

PPGs can support the practice in promoting health awareness and patient education.

THE RUSTLINGS ROAD PPG?

The Rustlings Road PPG is quite informal.

We are supportive of the practice, working in partnership with the doctors and practice staff. We are a critical friend and can raise difficult issues but the relationship between the PPG and practice is respectful and mutually supportive.

Anyone with an interest in the PPG joins the virtual PPG where information is shared by newsletter and email and anyone can email in views, suggestions or issues they would like to raise. The virtual group is now about 100 strong.

Face to face meetings pre-Covid were held three times a year – autumn, spring and summer – for about 90 minutes. We can only accommodate about a dozen members for face to face discussions so you can expect to be invited to a face to face meeting every few years. We have a simple agenda for each meeting and there is no obligation to do anything between meetings.

The agenda is usually:

Welcome and introductions

Update from the practice and discussion

In-depth discussion of a particular theme or topic

Collection and discussion of patient feedback

AOB.

We also have the option to be part of a network PPG, working with a number of practices in the local area.



UPDATE FROM THE PRACTICE

We are now offering a mix of face to face and telephone appointment slots for patients to choose which suits them best. These are also available to book online if patients have SystmOnline access or via the NHS app.

We have welcomed another Physician Associate [PA] to the team - Ikrah Amin - she joins Anastasia our PA who has been with us for around 18 months. Anastasia and Ikrah work across three practices within the Portervalley Network; us, Greystones Medical Centre and Falkland House Surgery.

We have recently welcomed a new Advanced Nurse Practitioner to the team Billie Walch. Billie is working Tuesdays and Thursdays. Billie's very experienced in respiratory conditions but will also be seeing some minor illness throughout the week.

We have made further improvements to the building; clinical flooring now in the waiting room and corridor and the treatment room has had a full refurbish to bring it in line with current infection prevention guidelines.

We are now in the middle of our annual flu and covid vaccination campaigns and completed our first flu vaccination clinic on 24th September where we vaccinated a fantastic 350 patients. We held our second drop in on Saturday 8th October 8am-4pm and a further one in November.

Saturday 1st October saw the start of a new evening and weekend service which will mainly be staffed with clinicians from the local practices. Patients will be able to attend the Porterbrook Medical Centre. Initially appointments will be bookable through the practice but soon patients will be able to book appointments themselves online too. More information can be found at Enhanced Access City Cluster - Primary Care Sheffield

We continue to work closely with our local practices within the Portervalley Network on projects such as cervical screening week, diabetes, bereavement, improving access to services for patients with learning disabilities, health and wellbeing and many more things in the pipeline.

REQUEST

If you have any feedback, suggestions or ideas for the practice or PPG please do get in touch.

All comments are gratefully received.

THANK YOU

Thank you for reading this update and I hope you have found it useful.

On behalf of the PPG I would like to thank the practice and all who work there for their tremendous effort and success in delivering services to patients during the last few years, in very difficult circumstances.

Best wishes for a safe autumn and winter and I look forward to keeping in touch via

rustlingsroadsurgeryppg@outlook.com

