

ST THOMAS MEDICAL GROUP
ST THOMAS and EXWICK HEALTH CENTRES
EXETER EX4 1HJ

«SYSTEM_Date»

«PATIENT_Title» «PATIENT_Forename1» «PATIENT_Surname»
«PATIENT_House»
«PATIENT_Road»
«PATIENT_Locality»
«PATIENT_Town» «PATIENT_Postcode»

Dear «PATIENT_Title» «PATIENT_Surname»

Patient Reference Group - It has now been over 4 months since our last PRG meeting, I hope that you all enjoyed the Festive Season and Happy New Year to you all!

I would now like to invite you to attend our next PRG meeting which is going to be held on **Monday 25th February, 6.30pm.**

I have attached the Agenda along with some notes relating to Agenda items which hopefully you will find useful. Also attached is the Action Plan from last year along with the results of our latest Patient Survey.

If you are not able to join us on the evening of 25th February can I request that you contact me with any comments you may have relating to (a) the points listed from our current patient survey and (b) any other areas you would like addressed/considered by the Group.

Remember it is your Health Centre and we are here to listen and try and improve our service to our patients.

I would be grateful if you contact me on 01392 676648 or email marionlong@nhs.net to confirm if you are able to join us on 25th February. This is purely for catering purposes.

Kind regards.

Yours faithfully

Marion Long
On behalf of the Patient Participation Group
Enc.

Email sent to "Virtual Members"

Dear Member

Patient Participation Group

It has now been over 4 months since our last PRG meeting, I hope that you all enjoyed the Festive Season and Happy New Year to you all!

I would now like to invite you to attend our next PRG meeting which is going to be held on Monday 25th February, 6.30pm.

I have attached the Agenda along with some notes relating to Agenda items which hopefully you will find useful. Also attached is the Action Plan from last year and the results of our latest Patient Survey.

A forum will be opened on-line for you to post any feed-back relating:

- (a) to the points listed from our current patient survey and;
- (b) any other areas you would like addressed/considered by the Group.

You are more than welcome to attend this meeting or take part "virtually on line".

If you would like to attend this meeting, I would be grateful if you contact me on 01392 676648 or email marionlong@nhs.net - this is purely for catering purposes. Many thanks.

Kind regards.

Yours faithfully

Marion Long

For and on behalf of Patient Participation Group

AGENDA

- Welcome and Introduction
 - Review of last year's Action Plan
 - Survey findings
 - Agree an action plan to include comments received from online members
 - Request for representatives to attend Healthwatch Devon meeting (see attached)
 - Introduction to Exeter Commissioning Group (see attached)
 - Implications for patients of new GP Contract (see attached)
 - Future constitution of Patient Participation Group (see attached)
-

CURRENT ACTION PLAN

- Online bookings and cancellations
 - New telephone system
 - Text facility for cancelling appointments
 - Longer period to pre-book appointments
 - Same Day Illness Clinic
-

SURVEY FINDINGS - MOST POSITIVE

- Respect shown to me by doctor
- Doctor's ability to listen to me
- Would recommend to a friend
- Confidence in doctor

SURVEY FINDINGS - LEAST POSITIVE

- Time waiting to see doctor in health centre
 - Seeing the doctor of my choice within 48 hours
 - Contacting the practice by telephone
 - Opportunity to speak to doctor on the telephone
-

AREAS IN WHICH WE DEVIATED FROM NATIONAL BENCHMARK

- Waiting time in the surgery
 - Seeing GP of choice within 48 hours
 - Satisfaction with day and/or time of appointment
 - Speaking to a GP or nurse on the phone
 - Opportunity to make complaint or compliment
 - Health promotion
 - Availability of second opinion or complimentary medicine
 - Telephone access
-

NEXT STEPS:

- Identify PPG's (including online members) priorities - including any other areas they would like to address
- Identify staff's priorities
- Create an Action Plan

- Request for representatives to attend Healthwatch Devon meeting

The Government are setting up new "watchdogs" for health. Members of patient participation groups are invited to attend a meeting organised by the Community Council for Devon, on the afternoon of 19 March, to discuss how PPGs could fit into this new watchdog. If you would be interested in attending this meeting (which will be held at the Cattle Market, Marsh Barton) please let us know.

- Introduction to Exeter Commissioning Group

Exeter Commissioning Group, the new body empowered with contracting with organisations to provide healthcare for Exeter's patients, are recruiting two lay members. If you are interested, the advertisement is available at <http://www.jobs.nhs.uk/cgi-bin/vacdetails.cgi?selection=913046349>

- Implications for patients of new GP Contract

A new contract is to be imposed on all GPs from 1 April 2013. This contract will set high targets to be achieved in certain disease areas. GPs believe that this will impinge negatively on the service they are currently delivering to patients. They fear that they will have to concentrate on some patients at the expense of others and that genuine patient centred care will be put to one side in favour of box ticking. A copy of the Practice's response to the Secretary of State for Health can be found on our website.

- Future constitution of Patient Participation Group

Our PPG has now been in place for over 12 months. We would like to encourage the group to become more formalised, with an agreed constitution and terms of reference, i.e. meet and report independently, liaising with the Practice, rather than being organised by the Practice. If you would be interested in taking an active part in this process, please let us know.