

# Rectory Meadow Surgery PPG- Timeline



## 2015

March	Surgery managed virtual PPG – <b>14 members</b>
April	Embryo PPG committee issues first Newsletter – outlining role of PPG and objectives
May	<p>Patients Group committee (6) formally established – each with specific responsibilities:</p> <ul style="list-style-type: none"> <li>• Chair/Secretary</li> <li>• Membership development</li> <li>• Website improvement</li> <li>• Health awareness events</li> <li>• External representation</li> </ul> <p>Application to join NAPP agreed Committee and General Meeting dates agreed for year ahead</p>
June	<p>Priorities agreed</p> <p>Data Protection Act issues inhibit ability to communicate with patients via Practice contact details</p> <p>First Patients Group “Awareness event” - St Mary’s Church fete</p>
July	Care Awareness week. Meeting for carers held at the surgery – 14 July. “Huge Success”
August	<p>General Meeting briefed on outline plans to enhance the old Practice website based on survey of patients’ needs and wants and input from Practice Manager</p> <p>Meeting with Partners/Practice Manager to agree future direction</p> <p>Meeting with Director CCG (Bucks) to consider how we assist regional PPG development</p> <p>Prominent display of Partners/Staff photos in reception requested</p>
October	<p>Detailed plans for website development agreed – objectives: -</p> <p>Encourage on-line appointment/repeat prescription booking to relieve pressure on reception staff at busy times</p> <p>Ensure that a user-friendly website – with access via computer/smart phone/tablet – is a primary building block to underpin Patient/Practice communication</p> <p><b>Active membership now 72</b></p>
December	<p>Clinical staff photo panel now installed in reception</p> <p>Committee members attended all Flu Jab clinics. Considerable success in signing up new members</p>

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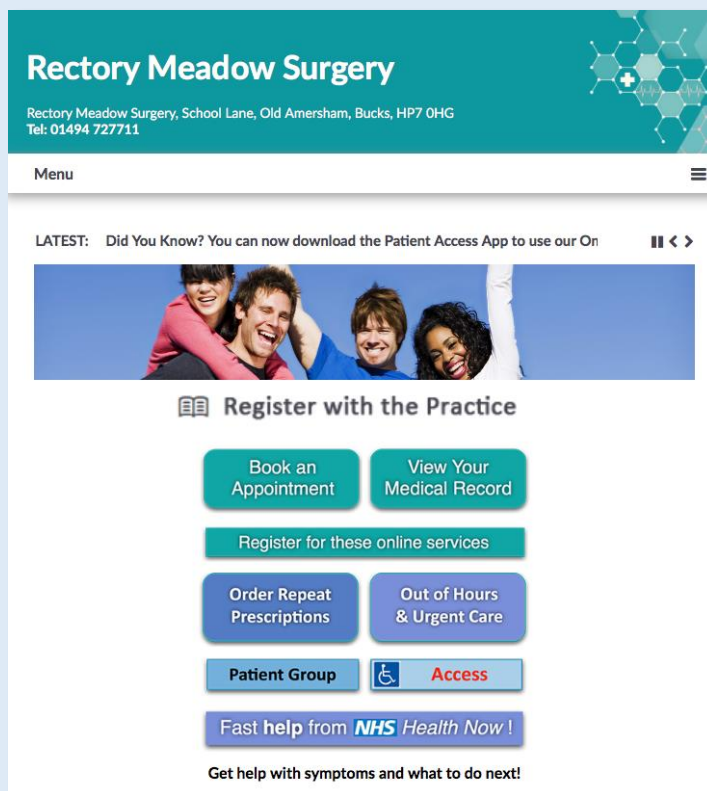
2016

January

General Meeting. Healthwatch representative outlined the aims and objectives – to champion the patient-provide feedback to the appropriate provider-recommend change to improve

Benefits of NAPP membership and Chiltern PPG networking explained

[Website](#) improvements – 80% increase in traffic



Recognising that our remit is to represent all patients and that our current support is drawn mainly from the senior sector we need to address other areas. We established a project to ascertain what young single adults want from their practice by working with aspiring medical students from local Grammar and High schools

At Healthwatch request – [3 case studies](#) provided for their website

Quality and Outcomes Framework – Practice results discussed  
How well placed is our Practice regarding succession planning? Positive response but shortfall in junior doctors coming into general practice is worrying

**Active membership now 88**

March

General Meeting. All briefed on My Care Record – new date sharing initiative  
Constitution presented. To be approved at the AGM – 11 May

Next Health awareness event – “Ageing well” – 17 March

Pharmacy Satisfaction Survey now in hand. This follows concerns by patients regarding quality of service offered by one well used local pharmacy

**Active membership now 104**

May

General Meeting. What do young singles want from their surgery? Four 6th form students from local Grammar/High Schools gave a professional and wide ranging

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presentation and [Report](#). Key recommendations to be pursued by PPG with the Practice management



St Mary's fete – 18 June

Stroke Association event planned for 17 October

AGM. Constitution approved

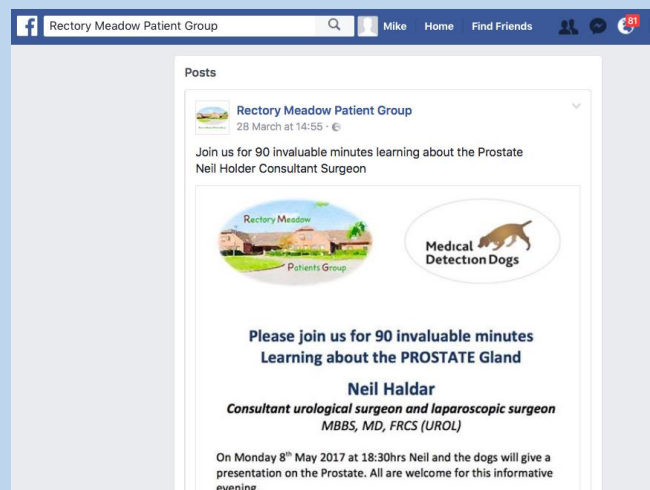
Following the AGM, the NHS Digital Transformation team provided an absorbing insight into plans for the continuing development and implementation of the Electronic Prescription Service and Spine computer systems. A valuable exercise in improving our understanding of the future direction of this part of the NHS.

**Active membership now 109**

June

[PPG Logo](#) approved

PPG Facebook page installed. Recent post:



August

General Meeting. Chris Purves co-opted to the committee. Wide experience with Healthwatch

Pharmacy Satisfaction Survey – results communicated. Substantial improvement now pertains at the “problem” pharmacy

App. “Fast help from NHS now” added to website

Stroke Association event scheduled for 17 November

GP’s requested help/input to make to Practice more “Dementia friendly”

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With help of the Practice manager redesigned the quarterly [Newsletter](#) so that all communication channels (Website, Newsletter, eBulletin) have the same 'look and feel'



September	Meeting with Practice Manager, inter alia to agree PPG Flu Clinic presence A PPG member with nursing experience in the field has offered to organise a Radio/Chemotherapy support group. Committee to progress
October	Practice Partners agree to send letter to encourage participation in the Patients Group
November	Diabetes event 13 September – very well attended Annual Pharmacy Satisfaction surveys. Members briefed on the importance of recording their experience on the appropriate form provided by the pharmacy Patients Group working with CCG now taking lead role in locality network development – providing advice/support List of Defibrillator locations in the surrounding area prepared – to be made available to all patients using all media options <b>Active membership now 339</b>
December	Meeting with Surgery staff to be arranged to seek the view/problems/ideas from their side of the desk Working to involve “young mums” in communicating their needs to the Patients Group

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2017

February

PPG representative joined Practice partners in meeting with representatives from Oxford and Bucks CCG to present case for child psychologist drop in clinic at RMS. This follows the prime recommendation from the “What do young singles want from their Practice”

General Meeting

Guidance provided re on-line pharmacies

eBulletin planned

Managing one’s own health. Presentation demonstrating technical advances in the personal health area via use of available data and smart phones

Health Awareness. Dementia - Practice partner provided detailed information on how the condition is managed at our surgery. Excellent introduction to Dementia event next month

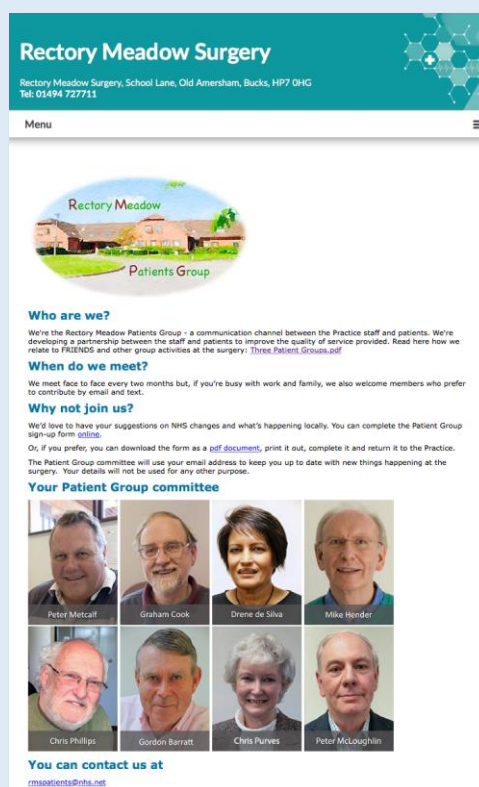
**Active membership now 375**

March

[Dementia event](#). Sell out – 100 attended

[eBulletin](#) sent to over 400 patients

PPG members have begun to volunteer their services as committee members (see photos of Committee taken from the Rectory Meadow Surgery website below)



**Active membership now 403**

April

Meeting with staff representing Reception, Nursing, IT and Administration to obtain their views on how the PPG can help deal with day to day issues and how surgery staff can assist in encouraging more patients to become PPG members.

Several key issues to be followed up with the Partners.

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	Radio/Chemotherapy support Group. Meeting with Practice Manager and Macmillan who have agreed to provide support and possibly a grant. Aiming to schedule first group meeting for early Summer.
Future Programme	<ul style="list-style-type: none"><li>• <b>8 May</b> – "Learning about the Prostate" – <a href="#">leaflet</a></li><li>• <b>10 May</b> – AGM and General Meeting – Kings Fund NHS <a href="#">Video</a></li><li>• <b>19-24 Jun</b> – PPG Awareness Week</li><li>• <b>9 Aug</b> – General Meeting</li><li>• <b>TBA Oct</b> – Drs Neta and Chris Foote – "Conversations about Dying"</li><li>• <b>8 Nov</b> – General Meeting + Healthwatch "Dignity in Care"</li></ul>