

What are the group's objectives?

Our aim is to improve communications between the practice and its patients. We give the practice a patient's view about the services it provides. We want to help the practice to improve its existing and future services. Our aim is to be the patient's voice at the heart of the NHS.

Can I get involved?

Yes. Any registered patient is welcome to attend any PPG meeting. We want to make sure that we are representative of all patients. The meetings are informal, but they are not a suitable place to raise personal medical issues or individual complaints. You should contact the Practice Manager, if you have one of those. Below is a list of dates of future meetings.

What is the group doing next?

The PPG and practice will continue to work together to improve services. We will continue to focus on the practice; we will look at the issues of patient records, the use of technology and electronic prescriptions. Where can I get more information? You can get further information from periodic notices in the waiting room and from the surgery's website at www.foresthousemedicalcentre.co.uk

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| Forest House Patient Participation Group Meeting Dates 2014 - 6:15pm at either Forest House Medical Centre (FH) or Warren Lane Surgery (WL) | | |
| Mon 24 February - FH | Mon 31 March - WL Mon 30 June - WL | Mon 19 May - FH |

| | |
|------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| Appointment Telephone 0116 2898111 | |
| Out of Hours Service 111 | More information about the surgery www.foresthousemedicalcentre.co.uk |

I would like more details about/am interested in joining* the Forest House Patient Participation Group. *delete as appropriate

Name: _____

Address: _____

Telephone No: _____



Forest House Medical Centre and Warren Lane Surgery Patient Participation Group - Annual Report to Patients 2013

Dear Patient

Welcome to the second annual report of the Forest House Medical Centre and Warren Lane Surgery Patient Participation Group (PPG).

2013 has been an outstanding year for the practice and the PPG.

Saturday morning opening, the provision of a new telephone system and the opening of the new Warren Lane Surgery have been the most visible and most exciting improvements to services, but more of that later.

This annual report has been written by patients for patients. The PPG is your patient group. We are a representative group of patients, who meet every six weeks. We are independent of the practice. The PPG brings patients, staff and doctors together in an informal setting, to discuss what's happening at the surgeries. We give the practice a patient's view of the services that they provide. We talk about a range of healthcare issues and we also invite guest speakers to talk on a number of healthcare subjects. Registered patients are welcome to attend any meeting.

In this leaflet you will find details about:

- What the patient participation group is and when it meets.
- The issues that the practice and group have been working on together and what we will be working on in the future.
- Information on how you can get involved.

The former Hunters Lodge Surgery in Leicester Forest East closed last year at short notice. Over 2000 patients from that practice registered at this practice, bringing the total number of registered patients to over 14,000. This put considerable pressure on services at Forest House Medical Centre, which was never designed to cope with such numbers.

The practice responded magnificently with a range of measures, which the PPG fully support. The most important initiative was the acquisition of the

former surgery site by the practice. The PPG and Leicester Forest East Parish Council wrote to NHS England to support the practice's application for funding to do this. The PPG is rightly proud, that our letter was a significant contributing factor, in securing funding for the new surgery.

The PPG acknowledges the vision and commitment to our communities that the practice continues to show. The hard work that practice staff put in, to get Warren Lane Surgery open on time, is to be commended. We welcome the improved facilities and choice that this new surgery gives to patients. We were delighted to welcome Stephen Dorrell MP, who paid a visit to Warren Lane Surgery, to speak to doctors, practice staff and patients about the new surgery and healthcare locally.

The PPG wrote once again to NHS England, to ask them to extend the trial Saturday morning opening, which was approved until April 2014.

In January 2013, the PPG conducted a patient survey asking about a number of topics. We asked you views about the quality of medical care you receive, about making an appointment, the 'Walk-in Clinic', the medical centre itself and repeat prescriptions. Ipsos MORI also conducted regular surveys of patients too. This year we are asking you once again to help us, by completing a survey and letting us know what you think about the services that the practice provides.

Last year, patients expressed high levels of satisfaction with the care they receive. The practice responded to issues raised in the survey by introducing a new telephone system with more lines and an improved queuing system, improvements to confidentiality in the waiting rooms and a review of its complaints procedure. The PPG were consulted on all of these initiatives.

The PPG has mounted a range of public health information displays over the last year on the following subjects:

- Breast feeding
- Healthier eating for young people
- Flu jabs
- Keeping Well This Winter

Next year we will cover subjects like HPV immunisation, Flu jabs and hope to work with one of the schools in the area on health promotion material.

Members of the PPG mounted an information campaign in advance of the opening of Warren Lane Surgery, at the Leicester Forest East Gala. We met close to 1000 patients during the day. Handing out information about the opening and answering questions from members of the public.

The University of Leicester interviewed members of the PPG for a study it is conducting into how PPGs work. The study will move on to looking at how it can support our work in the future.

The PPG and practice is now fully accredited to the National Association of Patient Participation. The practice is a member of the East Leicestershire and Rutland Clinical Commissioning Group and the PPG Chair meets regularly with other Chairs from the Blaby District. We cooperate on common issues and exchange best practice ideas.

The PPG has welcomed a number of guest speakers at its meetings including:

- The Alzheimer's Society's Blaby District Memory Adviser, about support services for patients.
- East Leicestershire & Rutland CCG, about commissioning healthcare services.
- Healthwatch Leicestershire, about their role as the consumer's champion.

Next year the PPG will be looking at:

- Friends and Family' test.
- The practice website and online services.
- Electronic prescribing.
- Patient data and data protection.

Finally, the PPG wants to record on behalf of all patients, their thanks to the doctors, nurses, healthcare professionals and practice staff for their commitment to patient care in our community over the past year.

The practice's determination to innovate and improve services to patients in Braunstone Town, Leicester Forest East, Ratby, Kirby Muxloe and Thorpe Astley makes this practice one of the best in the county, if not the best. It is something that the practice can be justifiably proud of, working in partnership with its patients to achieve better healthcare for all.