

Letter from the Patient Panel

Dear fellow Patient,

Patient Panel

Would you be interested in joining us to share your thoughts and ideas regarding our GP Practice here at Eve Hill? We generally meet informally just two or three times a year for about an hour and a half – usually early evening, as that seems to suit most people.

There is absolutely no commitment to attend, but it's a great opportunity for us to:

- learn more about services available to us – here and in the wider NHS
- offer ideas and constructive advice, e.g. for the smooth-running of the practice
- discuss current issues and concerns as changes occur, e.g. in booking systems
- provide feedback to our doctors and their team from a patient perspective
- support our doctors in the wonderful work that they endeavour to do for us
- raise awareness among fellow patients of support that may be available to them

Our first meeting was in January 2005. Then we were a small group with a long name – Patient Participation Group. Now we have a bigger presence but thankfully a neater name. There are regularly fifteen to twenty of us at meetings. And there is room for more!

Here are some examples of topics that the group has engaged with:

- Review results of the annual QOF Patient Satisfaction Survey – how to reinforce what's going well, suggest solutions to implement where change is needed
- Introduction to 'Choose and Book' – learn how to make a hospital appointment online
- Problems with car-parking at Russells Hall Hospital – send a letter from the group
- In-house patient survey – help identify key questions for the questionnaire design
- Opening hours – how best to meet local needs and government requirements
- Tour of the new expanded surgery premises and facilities
- Opting In and Out – government changes to how records will be stored: our choices
- Talk from Minority Group Support Worker – about an excellent source of extra help that may be available to someone who is mentally ill or otherwise disadvantaged
- Learning about the Expert Patient Programme, a very positive and practical course in managing everyday aspects of living with long-term health conditions
- Annual Flu jab programme – best ways to deliver; possibility of volunteer support

Recently we had a stimulating presentation from the Chairman of a local award-winning Patient Group. Our doctors are keen for us to continue to work with them but also for us to take on a more independent and proactive role.

What are your concerns? What are your ideas and interests? How could you get involved?

We would love to see you at a future meeting. We would especially welcome you if you are a young person or teenager. If you would like to hear more, the Practice Manager will be happy to have a chat with you. Do look out for news of our next meeting on posters in the surgery and on the website: www.evehillmedicalpractice.com .

We hope to see you soon!

With best wishes,

HAI

A Patient