

**SILVERDALE & RYECROFT PRACTICE**  
**PATIENT PARTICIPATION GROUP REPORT**  
**MARCH 2015**

The survey results from this 14/15 have confirmed a positive outcome.

As the results of the last patient survey were mostly positive it was agreed by the group that they would focus on health promotion ensuring that a wealth of information be made available to patients the programme of focused areas was agreed as in the table below:

JAN/ FEB 15	MARCH/ APRIL 15	MAY/ JUNE 14	JULY/ AUG 14	SEPT/ OCT 14	NOV/ DEC14
SEXUAL HEALTH/ CONTRACEPTION  ↕  Work with north staffs carers association  Winter Warmth Continuing from December	FEMALE CANCER  ↕  Ovarian cancer information to be supported with a smoking cessation campaign and healthy lifestyle promotion. Start production of paediatric thermometer card. DASH project to come to practice.	BASIC FIRST AID AGE UK – walking group Work with Beat the Cold in the local library  ↕  Display in surgery with face to face health promotion. Working to set up walking group.	MALE CANCER Work with Approach to raise dementia awareness. Sun awareness work and health promotion  ↕  PREVENTION TO INCLUDE PROSTATE Walking group work complete. Walks to begin 14 <sup>th</sup> July. Holiday Vaccinations	FLU JABS  Work with Beat the cold and energy savers Friends and Families initiative discussion and set up.	WINTER WARMTH  Production of patient information thermometer cards  Work on DNA's

**Notable Achievements for 14/15**

During the last year our PPG has been approached by other practice groups to help and offer support to get their groups up and running. A sub group of members were very happy to help with this and have visited four other practices though out the year. One of the practices adapted our very useful winter warmth leaflet and tailored this to their own practice to aid with their health promotion work.

Our own winter warmth campaign was again very successful. Information collected by the practice after this promotion is that the elderly patients were saved money on their fuel bills of more than a £1000 in each surgery in the first few months of the campaign. The representative from beat the cold was recognised at the end of the year as a "heat hero" and saved patients in total £14,000 over the entire campaign. The PPG promotion of this was a key element in the success.

Building on this relationship a new project has been proposed as a partnership between the PPG and beat the cold to promote keeping warm for health, cutting bills and using heating better, this group meets every the first Tuesday of each month. This should enable the PPG to educate our patients on the issues mentioned above.

The work completed with the north-staffs carers association has also had a positive impact on our patients. The PPG set up face to face promotion alongside the association to make our patients aware of the services on offer. This was achieved by having notice boards and promotional days. The PPG are in regular contact with the association and referrals from the practice went from 1 in the previous year to over 23 in the last 12 months. The practice has since won the North-staffs carers' practice of the year award for the efforts which have been made.

The PPG's DASH (Developing Adolescent Sexual Health) project work also went extremely well. The team were invited to visit and work with our practice for two sessions during the year, one session in April and one session in September. Feedback from the team was very positive and interaction with the younger patients in the practice has improved with communication improving. This area was investigated due to the practice population and the need to improve the sexual health of our younger generation. The latest figures show our practice to be the top performing practice in North Staffordshire for Chlamydia screening during 2014.

One of the members of the PPG was very passionate about encouraging the older generation to get active and so investigated and set up the Silverdale Steppers walking group in association with AGE UK. The first walk went ahead on the 14<sup>th</sup> July and walks are open to any patient aged 50 or over. These have proven to be popular with both doctors and nurses referring patients to the group.

Overall the PPG are an integral and invaluable part of our practice. They provide much needed face to face health promotion and interaction with the wider practice patient population. They bring feedback to the practice which would otherwise be impossible to acquire and have helped to introduce other initiatives such as the friends and families' campaign, the practice survey, the promotion of the patient online service and have helped to man the very busy flu vaccination clinics.

### **Practice Opening Times**

<b>Day</b>	<b>Opening Times</b>	<b>Extended Hours</b>
Monday	08.00am – 6.00pm	6.30pm – 9.00pm at Silverdale
Tuesday	08.00am – 6.00pm	
Wednesday	08.00am – 6.00pm	
Thursday	08.00am – 1.00pm	1.00pm – 5.00pm at Silverdale
Friday	08.00am – 6.00pm	

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Staffordshire Doctors Urgent Care Ltd is the local Out-of-Hours service that covers the surgery between 18:00 to 08:00 the following morning during the week. Thursday Afternoon between the hours of 1.00pm and 8.00am Friday morning will be provided by North Staffs Urgent Care (NSUC). Patients are now directed to call 111 for urgent care which is needed outside the practices opening times, this service will direct you to the most relevant service to meet your needs. In the case of a life threatening emergency patients should continue to call 999. Please note that the OOH Services also cover the surgery telephones during the extended hour's surgeries.

The practice is also available to patients via the internet for booking appointments ordering prescriptions and leaving comments/suggestions and completing the online survey. Patients are also able to update their details via this method.

We welcome new members to our PPG and encourage anyone who would like to be involved to enquire at reception at either site leaving their name and contact details. This will then enable a member of the group to contact them.