

Chairmans Report AGM 2017

We are a group of interested patients who aim to encourage other patients to understand the role of the practice, to enable patients to make informed lifestyle choices to improve health and Wellbeing, and to act as an independent group to encourage appropriate and effective treatment and care for our patients. The PPG encourage patients to volunteer for specialist tasks on behalf of the Practice to improve healthcare and give the Practice the opportunity to influence healthcare decisions at a local and national level.

We meet on a monthly basis with a member of the Management Team and normally a doctor in attendance to discuss all the current issues that the Practice and Patients are facing. Awareness is raised of the activities of the Practice, in addition to relaying information back to the Practice.

Educational events are provided where consultants and speakers are invited to talk about issues relating to Health and Health promotion events are organized. Examples are the lecture on the treatment of burns by an expert nurse from East Grinstead burns unit, and Horsham and Mid Sussex CCG presentation on "Bringing more Services to you locally".

The PPG since the last AGM have participated the development of the following:

CQC Inspection Report on the Dolphins Practice

The Inspector's description of this service

Safe, Effective, Caring, Responsive, Well led – All categories shown as good

The Dolphin's Practice was inspected by the Care Quality Commission, (CQC) in October 2016. They are the independent regulator for health and adult social care in England. The CQC is responsible for inspecting and assessing various organisations within the NHS, one of which is GP surgeries. The idea behind it is to gauge whether or not a practice is functioning properly, and to ensure that it is providing a good standard of care to its patients. You will be pleased to know that the Dolphins Surgery was rated as "Good" in all areas of the required inspection. To find out more about the CQC and its functions, you can go on line, to: - www.cqc.org.uk

Car parking continues to be a difficult problem but we are in discussion, and have been pressing the landlord for further action and assistance to control unauthorized parking by others working on the campus...

We have established a permanent Health and Wellbeing exhibition in the reception area plus other displays with information of benefit for our patients.

Also we have taken a close interest in the significant efforts the Practice has made to develop flexible systems to make it easier for patients to make appointments in view of the growing demand, and the following options are now possible:

- Book in advance appointments,
- Book on line appointments.
- Book on the day appointments and telephone appointments.
- **Pre Bookable Appointments for** a particular GP, may mean a delay depending upon demand

- A number of early morning appointments from 7.30am on Monday's, Tuesday's and Friday's are available as well as appointments on a Saturday morning.
- **Telephone Consulting Appointment** The practice reception/administrator will speak with you, about your problem, please be assured that this information will remain confidential, a contact phone number will be taken and a GP will contact you, within a few hours of your call. The GP may suggest a face to face appointment the same day; give advice over the phone or offer an appointment within a few days depending on the nature of the problem. And you do not have to be the first through on the phone to obtain an appointment.

A recent survey of just over 300 patient telephone consultations showed that 63% were resolved without needing a face to face appointment with the doctor with the remaining 37% being asked to attend the practice to see the doctor.

If you as an attendee of the AGM are interested in joining the PPG or find out more about it, please email: hscg.dolphins-haywardsheath@nhs.net and your details will be forwarded to me.

Finally a big thank you to the Practice and the Committee members for their sterling support in the past year which I am sure will continue in the next