



Cobbs Garden Surgery
Olney
Patients Participation Group
Welcome Pack

June 2023



Cobbs Garden Surgery

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Practice Manager

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GP Partners

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General Information

All surgeries are encouraged to have a Patient Participation Group (PPG) as good practice, as the NHS promotes the principle that no significant change should be introduced in the Health Service without some consultation with patients and the public. The PPG acts as the voice of the patients in supporting Cobbs Garden Surgery in best practices and encouraging patients to take greater responsibility for their health and wellbeing by offering groups to join. The Care Quality Commission inspections look for the existence of a PPG at a surgery to ensure the surgery is following good practice. Cobbs Garden Surgery's latest report from 2016, can be found here:

<https://api.cqc.org.uk/public/v1/reports/9f421e39-01f9-4f19-9f37c09db1aee89c?20160424235513>

The PPG has been running for many years at Cobbs Garden Surgery. It has been difficult for the group to function during the pandemic, but has recently been reformed and revitalised to support the surgery during these difficult times.

Our PPG Goals

A PPG has 5 goals:

1. The PPG and practice have a shared understanding of the purpose and role of the PPG and how it fits with the practice
2. The practice shares information with the PPG about its current services and future ideas
3. The language used by the practice in engaging with patients and the PPG is easy to understand
4. Patients and carers are able to participate in PPG and practice activity
5. The practice and PPG have identified agreed priorities for patient participation that inform and support practice.

Our PPG Aims

- Advise the practice on patient perspectives by being the voice of the patients providing insight into the responsiveness and quality of services and carry out research into patient views.
- Encourage patients to take a greater responsibility for their own and their family's health and wellbeing by organising health promotion events/ information is readily available/ develop support groups i.e. cancer and beyond/ walking/ mental health support
- Provide regular and easy to comprehend communication with patients and patient groups – develop a common language between practice and patients by liaising and collaborating with the practice staff seeking their opinions and ideas to develop an inclusive approach between patients and surgery.
- Understanding and accepting PPG members' different needs, experiences and perspectives committing to help all members to take part.
- Encourage an ethos of openness and transparency
- Commitment to confidentiality, equality and diversity and regular communication and record-keeping (eg of minutes of PPG)
- Ensure succession plans for any formal positions within the PPG, Chair, secretary, treasurer.

These are regularly reviewed to ensure that we are compliant with new NHS initiatives and current situations.

Our aim is to have as diverse a group of members as possible, members have to be patients of Cobbs Garden Surgery, Olney, so that the full patient family is represented.

PPG Website Information

We have a section on the Cobbs Garden Surgery Website <https://cobbsgardenff.footfallpreview.co.uk/practice-information/patient-participation-group/> which is updated regularly with information for members and the patients of the practice.

PPG groups

Chair – Mrs Liz Brewster cobbsgardenppg@gmail.com

Our PPG has a core group and a virtual group of PPG members. The core group consists of the Chair, Secretary and a treasurer plus a representative group of patient members. The virtual group is made up of any patient who would like to join and contribute as the patient voice. As required, sub-groups will be created for particular projects, for example research into a particular area, or running specific groups relating to patient needs e.g. mental health / cancer support / activity groups.

Meetings

Meetings are normally held on Monday evenings starting at 6.30pm. These are either face to face or online via Zoom. The PPG core group meet every month and discussions shared with the wider PPG groups. An agenda and the minutes of the previous meeting will be made available via email in advance of the meeting and minutes distributed within 7 days. The meetings are usually also attended by one or more of the Doctors and also the Practice Manager, who give surgery updates and information. Our meetings are to for the surgery to update the PPG on developments at the surgery and for the PPG to update the practice on patient views and support Cobbs Garden Surgery in best practices for patients.

Meetings are NOT for discussing individual complaints or an opportunity to discuss individual medical needs. Members of the PPG are not entitled to any preferential medical treatment.

Notice Boards

Our Notice Board is by the front door to the surgery. You will find our contact information and information useful for patients and signposts to support groups.

We also have pages on the Cobbs Garden Surgery website, under Practice Information.

Groups

National Association of Patient Participation Groups – NAPP

We are members of the National Association of PPGs <https://www.napp.org.uk/> and receive their e-newsletters which are shared with all members. They help us view the national picture, not just our local one.

Fund Raising

Previously the Friends of Cobbs Garden surgery raise funds for the surgery. Funds have been used for provision of subsidised counselling service and for providing additional equipment for the surgery. the Friends of Cobbs Garden charity is closing, but the work done by it is being taken on by a new charity called Olney Is Kind, which focussing on health and wellbeing in Olney and close by villages. the intention is for the subsidised counselling service to continue once the new charity is up and running.

This means the PPG does not have a fundraising remit and can concentrate on working with the surgery on health initiatives.

Healthwatch

Healthwatch is an independent national champion for people who use health and social care services. They are there to make sure that those running services, and the government, put people at the heart of care. Their sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf.

Healthwatch Milton Keynes <https://www.healthwatchmiltonkeynes.co.uk/> exists to help improve local health and social care services and make sure they work for you. They have offices in the Milton Keynes Business Centre, Foxhunter Drive, Linford Wood. Healthwatch provides patient representatives on many of the CCG Boards and at meetings.

Contact details are:-

Telephone: 01908 266 696

Email: info@healthwatchmiltonkeynes.co.uk

Website: www.healthwatchmiltonkeynes.co.uk

Joint Newsletter

The PPG & Surgery jointly produce one or two Newsletters each year. These give useful information about things the PPG and practice has done or is planning to do. We do print copies which are available in the practice, on the website and will be distributed to our online group.

Social Media

We recognise the value of social media as a way of keeping patients informed of the latest news. Our Facebook page is “Cobbs Garden PPG” and can be found here: <https://www.facebook.com/cobbsgardenppg>

This is to be used to signpost patients to the information and is not to be used for online discussions.

Health Groups explained.

The Bedford Luton and Milton Keynes Integrated Care Board (ICB)

Replacing the Clinical Commissioning Group –CCG

The BLMK ICB is responsible for managing local health services and took over from Primary Care Trusts and latterly the Clinical Commissioning Group. They are a clinically-led statutory NHS body responsible for the planning and commissioning of health services in our local area.

Their aim is to commission services in order to get the best possible health outcomes for the local population and involves assessing local needs, prioritizing and then purchasing services on behalf of the population from providers such as hospitals, community clinics etc, mental health, urgent and emergency care.

They are responsible for the health of their entire local population and are made up of GPs, other clinicians including nurses and secondary care consultants and lay members and are accountable to the Secretary of State for Health.

General Practice

Often the first point of call for people who are concerned about any aspect of their health (except in a life threatening condition when people should attend A&E or dial the emergency services on 999) GPs, practice nurses, minor illness nurses, paramedics, pharmacists, physiotherapist and some other allied health professionals (dependent on individual practices and areas) – help take care of the basics of care, focusing on preventing illness, making diagnoses (working out what the problem is), and treating conditions that don't need hospital care. They also look after pregnant women (antenatal care). As they're often the first professionals people go to see when they're unwell or hurt, they fall under the wider umbrella of 'primary' care.

Primary care

Primary care is the day-to-day healthcare available in every local area which is usually the first place people go when they need health advice or treatment. It's the first stop for symptoms that are new or for concerns about physical or mental health.

Primary care includes:

- GPs (general practitioners) which includes Practice Nurses, minor illness nurses, paramedics etc
- chemists (pharmacies)
- community nurses – often known as district nurses
- community midwives health visitors
- family planning or sexual health clinics
- out of hours GP services including 111
- dentists
- opticians
- hearing care providers

What does primary care involve?

The aim of primary care is to provide an easy, accessible route to care, whatever the patient's concern – whether it's a common minor illness, a long term condition, or to prevent future ill-health through advice, immunisation (injections) and screening programmes (such as cervical screening). Family planning and sexual health services are also part of primary care, and don't need a GP referral.

In the NHS, the main source of primary health care is general practice – going to see the GP (family or local doctor). GPs deal with a broad range of physical, mental and emotional problems rather than specialising in a particular disease. As well as finding out what's causing a person's symptoms, GPs also act on behalf of the patient as an advocate (support), making sure that people who are living with health problems get all the care they need. Depending on the health problem, patients may be referred (passed on) by the GP to hospital or to a specialist.

Secondary Care

Secondary care, which is sometimes referred to as 'hospital care', can either be planned (elective) care such as a cataract operation, or urgent and emergency care such as treatment for a fracture etc. For routine elective care which may or may not involve an operation, patients need to be referred to secondary care (hospital) by their doctor (GP).

The GPs follow many guidelines regarding referrals for more specialist treatment by clinicians who have trained in specific areas of medicine and surgery.

Tertiary Care and Hospitalization

Once a patient is hospitalized and needs a higher level of specialty care within the hospital, he may be referred to tertiary care. Tertiary care requires highly specialized equipment and expertise.

At this level, you will find procedures such as coronary artery bypass surgery, renal or haemodialysis, and some plastic surgeries or neurosurgeries. It also includes severe burn treatments and any other very complex treatments or procedures.

A local hospital may not be able to provide these type of treatments, so you may need to be transferred to a hospital that provides these more highly specialized services.

Primary care networks

Primary care networks (PCNs) have been developed to encourage like-minded practices to work together.

Whilst we have worked with various practices in Milton Keynes over the years we have found ourselves working closer with Whaddon Healthcare and Red House Surgery and formed a network with them in 2018, called Crown.

The network employs various staff who work over the three surgeries to provide a wider range of services to patients and try to provide more integrated health and social care. Currently, the network employs a social prescriber, care co-ordinator, clinical pharmacist, pharmacy technician and first contact physiotherapist and we are continuing to develop further services.

Addendum

NHS Milton Keynes Glossary of Acronyms

The NHS uses lots of acronyms and it is easy to become confused. Below you will find a useful list that will help when you attend meetings and hear all sorts of abbreviations being used.

AHP	Allied Health Professionals
AQP	Any Qualified Provider
AWP	Any Willing Provider
BSL	British Sign Language
C&B	Choose and Book
C2C	Consultant to Consultant
CNWL	Central and North West London Foundation Trust
DES	Direct Enhanced Service
DH	Department of Health
DNA	Did Not Attend
DOH or DH	Department of Health
DV	District Valuer
DWP	Department of Works and Pensions
EOL	End of Life
FTE	Full Time Equivalent
GMS	General Medical Services contract
GP	General Practitioner

IG	Information Governance
IM&T	Information Management and Technology
KPI	Key Performance Indicators
LES	Local Enhanced Service
LIFT	Local Improvement Finance Trust
LMC	Local Medical Committee
LTC	Long Term Conditions
MKC	Milton Keynes Council
MKCHS	Milton Keynes Community Health Services (Provider arm)
MKUHFT	Milton Keynes University Hospital Foundation Trust
MoM	Map of Medicine
MRI	Magnetic Resonance Imaging
MRSA	Methicillin-Resistant Staphylococcus Aureus
NHS MK	NHS Milton Keynes
NICE	National Institute for Health and Clinical Excellence
OOA	Out of Area
OP	Outpatient
OPG	Office of the Paymaster General
ORG	Operational Review Group
OSC	Overview & Scrutiny Committee
PALS	Patient Advocacy Liaison Service

PAM	Patient activation measure
PCH	Primary Care Home
PCNs	Primary Care Networks
QIPP	Quality, Innovation, Productivity and Prevention
QoF	Quality and outcome Framework
RADAR Eclipse	Electronic checking leading to improved prescribing safety & efficiency
SCAS	South Central Ambulance Service
SCR	Summary Care Record
SLA	Service Level Agreement
SOP	Standard Operating Procedure
STP	Sustainability and Transformation Plans/Programs/Partnerships
TAF	Task and Finish Group
ToR	Terms of Reference
TUPE	Transfer of Undertakings (Protection of Employment)
VFM	Value for Money
WTE	Whole Time Equivalent