

PPG YEAR END REPORT 2011/13 FOR DR MILES AND DR VALASAPALLI SURGERY

The PPG meeting held on 23rd March 2012 was organised so that discussions could take place around how to move forward with the PPG in gaining new members. The questionnaire was devised, agreed with the cluster PPG and completed in practice; the results are on the website and also on the PPG notice board in the reception area. It was also agreed that it would be useful to get patients engaged with community services which would enhance their social wellbeing and in turn benefit their health. With this in mind it was agreed to look at various voluntary organisations.

The first event was a “drop in” session held on 29th May 2012 between 10:00am and 4:00pm. Invitations were sent to the 5 local churches, North Staffs Carers, Age UK, St John’s ambulance, “My health Matters” community project and the “cultural sisters” community project, who all accepted the invitation to attend and looked upon it as a positive approach. In order to identify patients to invite, the practice searched the database for patients aged 60 years and over then took a random sample, inviting 114 patients to attend, along with a guest if they so wished.

The event was successful and well attended by the patients and also by people who were at the Health Centre during that time. Feedback at the time was extremely positive

The 2nd event was held on 6th November and was organised between the practice and Katie Hall from the National Osteoporosis Society. The purpose was to make contact with newly diagnosed patients with osteoporosis in order for them to gain as much information and knowledge about the condition as possible and to establish what support is available, and to engage with patients who have had the diagnosis for a while to offer advice and continued support. The NOS provided flyers which were sent, along with invitations, to 80 patients. The NOS also invited patients already on their register and 2 nurses from the Haywood Hospital attended to give a talk. Out of a total of 30 attendees, 12 were patients registered with our practice. They all gave very positive feedback. The PPG played an amazing part in promoting the event, helping to direct people on the day and serving teas and coffees.

The 3rd event was self care week which ran during the week commencing 12th November. The practice displayed information packs and posters provided by various charitable organisations. The Stoke Lions club who supplied us with “message in a bottle” bottles and credit card sized patient information cards which were well received by many patients and public.

FEEDBACK RECEIVED FROM VOLUNTARY GROUPS ATTENDING DROP IN SESSION ON 29.5.12

Hello Bev

On the whole I felt that it was a successful event. I spoke to a number of people and gave out lots of leaflets and ‘freebies’.

The size of the room and the layout was a bit tight, and some of the public found it difficult to get around the room, especially those in wheelchairs.

On the whole though, it was one of the more successful events that we have had a stand at. Here at Age UK North Staffs we are keen to work alongside the NHS in any way we can. As well as guides on

benefits and managing money we produce guides on Healthy Living, Healthy Eating, Staying Steady, Strength and Balance Exercises for healthy ageing.

I have attached a list of the guides produced by Age UK all of which can be viewed on the Age UK website, ageuk.org.uk. If you would like to have copies of any of the guides to hand out to your patients, please do not hesitate to contact me and I will arrange for them to be sent directly to you.

Linda Stanway

Senior Information and Advice Officer

Age UK North Staffs

i was just writing in my book to remind me to let you know how great it went for us on tues

we had a steady stream of people - a good range of users and others - relevant agencies- that work with users outside of the centre so yes just great - the atmosphere was friendly and comfortable and i feel that helped people to get involved

we had some lovely messages from people that will work well in the building and it also gave me some new ideas about how the artwork will work in the building

so.... thanks very much for having us - we will now be working very hard throughout june to get the lovely messages onto the pieces of felt

thanks again deb (Cultural Sisters)

Hi Bev,

Just a quick note to say that my colleague and I enjoyed the event that you held on Tuesday 29th May 2012. We felt that it was a good mixture of organisations and services, if you could keep us in mind if and when you are holding another one that would be good.

Kind Regards

Lisa Burrows
City Primary Carer Link Co-ordinator
North Staffs Carers Association

