

Annual Chair's Report

March 2016/17

North Petherton Patient Participation Group

The Group has met 5 times during the year.

The main focus for the year has been isolation and loneliness and I attended two conferences in Somerset on this topic. One was held at the Somerset Chair's meeting and focussed on Somerset Together Project which was promoting holistic care for everyone. The other was organised by Sedgemoor District Council in line with the Health and Wellbeing Agenda. There does seem to be a range of activities across the county ranging from a pub quiz, drop in coffee mornings to group walks. There is a pilot scheme of Health Coaches at some practices and their role is to look at other issues that might be affecting patients' health such as debt, housing but also isolation and loneliness. Heather from Connect came to talk about the work she is involved with in North Somerset. They are collating a directory of local organisations with contacts. The PPG has agreed to help with the circulation of these. It is hoped that this will be a valuable tool for use in the surgery to signpost people who might benefit from extending their range of social activities.

This year volunteers helped to staff the flu clinics which were well attended.

Despite continuing pressure the surgery has not yet received hearing aid batteries. This is still being investigated at Musgrove.

DNAs continue to be a significant problem for the practice despite best efforts to offer appointments convenient to patients. Majority seem to be nurse appointments for checks.

I attended a workshop on community transport scheme. However the PPG would need to run this in conjunction with another organisation such as Lions or Rotary preferably.

The Sustainability and Transformation Plan - a five year forward plan - was launched. This is a radical change to the Somerset Health Services. More is to be invested into communities so that more patients are able to be treated at home. The main pillar of this plan is prevention and the need to reduce obesity is a key component.

It was decided to hold our Patient Awareness Day on 13 June 2017 in conjunction with Connect. The theme to be end of life planning.

The surgeries application to extend its premises was turned down again. This reduces the ability of the practice to be able to extend its services to patients such as an in-house physio to undertake assessments on behalf of the doctors. Funding for a pharmacist has also been turned down.

No fundraising events were held this year.