

## **PHGH Doctors**

### **Patient Participation Group (PPG)**

#### **Achievements in the year to end April 2018**

1. Agreed Terms of Reference and a few basic procedures to guide what we do.
2. Supported the Practice by agreeing specimen letters they will send to patients who fail to attend appointments.
3. Helped the Practice to clarify how their opening hours are shown on the web site.
4. Worked with the Practice to identify the questions that patients ask most often and to ensure that the answers given on the website are written in plain language that patients will understand.
5. Ran a patient information session on the benefits of signing up for electronic access to repeat prescriptions, appointment booking and access to medical history information.
6. Developed a close working relationship with the PPG group for the Temple Fortune Medical Group Practice (which shares the same premises).
7. Networked effectively with other Barnet PPG's to learn from their experience and to share best practice.
8. Three PPG members acted as "Guinea pigs" to check patient perception of the new Practice Pharmacist initiative (Sadly temporarily suspended for the time being)
9. Members attended the Carers workshops run by Barnet CEPN and hosted by PHGH Doctors and other practices in the area. Carers were advised on Mental Wellbeing, managing day to day challenges and care.
10. Reviewed for the Practice a new handout for patients explaining how referrals to hospital consultants are handled to ensure it is suitable for visually impaired patients.
11. Worked with both Practices and our sister PPG to develop a comprehensive recruitment, induction and training programme that will be used to recruit volunteers who will help patients in the waiting area.