

Dear Friend,

You are receiving this message as a 'Friend of Hilary Cottage Surgery Patient Participation Group'. The PPG have been very busy so there are **five items** of information for you.



1. Minutes of the PPG Meeting 21st September 2017

Please find **attached** a copy of our minutes. A paper copy of these is also on display in the PPG area of the waiting room at Hilary Cottage Surgery.

2. Outcomes of PPG Awareness Week 19th- 23rd June 2017

As you will see from the minutes, members of the PPG spoke to 200 patients during this week, gathering their views about provision at Hilary Cottage Surgery. All responses have been collated and analysed by age group. The PPG and members of Hilary Cottage Surgery have met and discussed the outcomes. Some of the headlines are detailed below:

- Improvements to the appointment system, which include telephone access to doctors, were praised by most age groups. Useful information from the 18-25 age group and those in the 71+ age group is informing further developments.
- Although some patients are using the surgery web site to book appointments and for repeat prescriptions, less than 50% of those patients to whom we spoke were making use of the web site and all it offers. The PPG and surgery team have been working together on the new Hilary Cottage Surgery web site which is now up and running. The PPG wants to and help patients to understand and use this. The PPG and HCS will be working together to put on a November coffee morning where patients can find out more about how to use the new web site for a range of services.
- There was extensive praise about all aspects of provision, with patients giving feedback in specific areas and leaving additional comments of praise that included : *Doctors are excellent, all the staff are excellent, the best I have dealt with; Practice is excellent; good helpful receptionists; staff on reception are well trained; Prescription service good; the Pharmacy are always helpful; phlebotomists and support staff second to none; very impressed by the community matron service and the cardiac specialist nurse – it's all joined up and this really helps; everything is bang on.*
- Car parking was the only area of common concern. This concerns the surgery team as much as patients. This is an on-going issue that the surgery and PPG are pursuing.

3. Outcomes of the Dementia Awareness and Support Event

This was a very successful event. Almost 50 people attended. Feedback praised our expert speakers who gave knowledgeable, helpful and practical information. The PPG free information leaflet was also warmly welcomed, with additional copies required. Comments included: *'very informative and useful', 'a pleasure and a lovely event', 'excellent hand outs'*.

As a follow up from this, on 14th October there is an evening of music and song from A Splash of Red ladies Choir and others, raising money for Mindsong our local charity supporting people living with dementia – **poster attached**

4. NEXT PPG EVENT: Overcome Depression 20th October 2017

Please see the **attached** poster with details of the above event. Once again, we have expert speakers from organisations working in our area. It is so important that anyone feeling depressed knows where to get help and support. **Please help us to tell others about this event. Book early to guarantee a place – 50 people attended our last event.**

5. FLU CLINICS

FLU CLINICS 2017 NOW OPEN FOR BOOKING. These are available for eligible patients to book online and via reception at the surgery. There will also be a Flu Clinic held on SATURDAY 14th October 2017. Please check with the surgery if you are unsure of your eligibility.

best wishes,

Ann O'Hara and Liz McFadyen

On behalf of Hilary Cottage Patient Participation Group