

ABBEYVIEW SURGERY PATIENT PARTICIPATION GROUP

WHO WE ARE

Since its formation in 2011 Abbeyview Patient Participation Group (PPG) has been working with the Practice to support and improve services offered in Crowland and the local area. The PPG comprises patients of the practice who voluntarily work in partnership with one aim in mind: to improve health services offered to the local community.

Our philosophy may be summarised as:

Prioritising patients,
Actioning ideas,
Taking the initiative,
Improving provision,
Enhancing end-to-end service,
Nurturing confidence,
Treating issues sensitively,
Supporting our surgery.

ACHIEVEMENTS

We are proud of our many achievements and the range they cover as illustrated below.

Awards

Carers Quality Award - first in Lincolnshire to receive. Also the Practice and PPG helped LCYCP to establish the award

GP Practice of the Year 2017 – Lincolnshire Health Awards. Finalist – directly due to PPG and Practice working together

National Finalists:

- Healthcare Provider of the Year 2017 (Diabetes) NAPC

- General Practice Forward View Innovations – Productive Workflows 2017 – General Practice Awards
- Pathway Innovation of the Year (Dementia patients and Carers) 2016 - NAPC
- Clinical Team of the Year – Long Term Conditions (Dementia) 2016 – General Practice Awards

Local Events – promotion and provision

Dementia patients and Carers x 2 Dec 2014
Diabetes - 2015
Respiratory - 2016
Dementia Friends Training 2015, renewing July 2018

Service input

Facilitating surveys and analysing feedback
Access – telephones/appointments = improved telephone call back service and system
Provision of automatic doors
Greater understanding of feedback on Children’s services

Consultation

Medicines Management proposals by Lincolnshire CCG

Support

Flu Clinics
Promoting use of patient online access system
Patient Communications during building alterations

Working with other services

Carers First
Teresa Jude, PCH
55+ Group
Lloyds Pharmacy
Healthwatch

Supporting the Practice with Quality Visits from:

CCG

Healthwatch

CQC

General

Providing patients with method to feedback to the Practice

Social Media Comms

Affiliated with National Association for Patient Participation

Worked with the Practice to identify areas which might enhance services:

Dementia Friends training plus roll out

Carer Champion/Dementia Champion

New Initiatives

Working with Crowland Cares and Care Co-ordinators

Gastro Patient Educational Event

FOR MORE DETAILS

Contact

Helen Herbert

Business Manager

Abbeyview Surgery

Thorney Road

Crowland

Peterborough PE6 0AL

Telephone 01733 210254

Fax 01733 210256

or:

Sally Waltham

PPG Chair

abbeyviewpatientsgroup@gmail.com