

The Practice

The Stoke Road Surgery Newsletter
Delivering quality primary care



WINTER 2013
SPECIAL EDITION

Special Edition!

The PPG AGM - 7th March 2013



The Stoke Road Surgery Patients Participation Group (PPG) held its first AGM on 7th March, at Cleeve Community Centre. This was a very positive and engaging meeting and we were delighted to see so many of our population in attendance. We had an excellent turnout despite the horrid weather.



Dr Shona Arora, Director of Public Health Gloucestershire gave a presentation on "The Future of the NHS and You".

If you would like further information she has given us slides of her presentation, which we will put on our website.

Dr Moore, our senior partner also gave a very informative talk on Stoke Road Surgery and "GP Commissioning".



There was a chance to take questions from the floor to ask and in fact so many questions were raised that we had to cut short questions and ran out of time to do the formal AGM part of the meeting! Another date will be scheduled in due course for the PPG business agenda.

Due to the popularity of the meeting we will aim to repeat this annually as it gives us a wonderful opportunity to engage with our community and to impart information to our patients and vice versa.



Jaswant Gangotra, the PPG Facilitator, said "This was an excellent example of the community coming together and wishing to engage with its local services. The PPG have started to formulate a vision and

direction for where it wants to go through 2013 and its commitment to ensure community involvement is paramount to its core ideas. The PPG have worked incredibly hard to get this off the ground and all credit goes to their members for all hard work and commitment."

A report from the "Gloucestershire Echo" who covered the event is in the 8th March edition.

If you wish to contact our PPG they have a web link on our website www.stokeroadsurgery.co.uk



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Message from the Chair

The members of the group, with the assistance of the National Patient Association guidance documents, planned for the first AGM with an open mind to the response. In the event, the actual response was overwhelming. The first lesson therefore, was that next year we need to choose a local venue with greater capacity.

As the meeting opened there was an immediate sense of warmth, of belonging, and of responsiveness. This was very rewarding for our efforts on behalf of all Stoke Road Patients.

The speakers, Dr Arora, Director of Public Health, and Senior Partner Dr Moore, certainly engaged the meeting fully and informatively with the NHS local restructuring of medical services. It was appropriate that Dr Moore repeated assurances about the surgery's advanced planning for providing increased built infrastructure capacity. We gave as much time as we were able to questions and answers, and I am conscious that there was interest and feedback for more of the same. Concentrating on providing the best patient engagement experience that we could, members consulted, and decided to defer the formal AGM business to May 23rd. Thanks go to the retiring PPG member Jill Hogg in her absence.

It remains the active aspiration of the PPG to respond to patient feedback on the 2013 AGM, and any other welcome suggestions to improve the effective delivery of medical services at Stoke Road Surgery. My public thanks are due to a PPG team that really shone on this occasion, acting with dedication on the behalf of all patients.

Paul Holliday

Chairman



Comments from some of our patients

"We were very interested to attend the PPG meeting. It was most informative, if not a little depressing about long term NHS changes!"

"We are delighted to be registered at Stoke Road Surgery. We moved here from Cornwall and we think the service here is the best we have had in 30 years. Thank you for such a lovely practice."

"It wasn't an AGM, as we didn't elect the officers."

"It just shows by the turnout how many people are interested in services provided in Cleeve. We are anxious about the new housing developments and how this will impact medical services."

Other comments made were that the Power point presentations could be bigger and that it was difficult to hear the speakers at the back of the room. Will address these issues for future meetings.

Unfortunatley we could not get around to speaking to everyone but, we strive to provide an excellent continuing service and welcome all comments from patients who attended the evening.

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