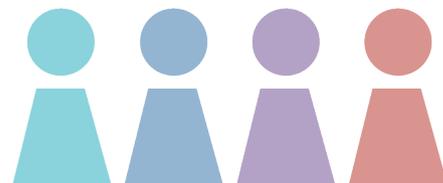


NEWSLETTER

SUMMER 2016 EDITION



Charter Patient Group

CONTENTS

1. AGM and Spring event summary
2. New committee members – introduction
3. St Ann's Well Garden Fair – Charter PG table
4. Brighton & Hove Clinical Commissioning Group (CCG) Promotional Event 2016
5. Upcoming PG Public Events dates
6. PPG Awareness week



CHARTER PATIENT GROUP AGM AND SPRING EVENT

This year we celebrated our 5th Year of existence and our AGM at the St Ann's Well Garden Café!



We welcomed patients and surgery staff with refreshments from the café (yummy sandwiches and cakes) and an evening packed with information of what's going on in our healthcare.

We had two great speakers –

Mike Holdgate, lay member on the clinical commissioning group (CCG), who gave us an overview of his role and how the CCG is committed to ensure patients voice is heard.

Olivia King, NHS equalities and diversity department explained how the NHS ensures all patients regardless of their abilities, gender or religion, receive the best possible service that respects the patient's needs.

The meeting closed with an update from Nina Graham, the practice manager. The registration of former Goodwood court patients was a substantial task. The feedback from the Care Quality Commission (CQC) report was positive. There is a new 24-hour telephone appointments system at the surgery.

NEW COMMITTEE MEMBERS

We are delighted to let you know that we have welcomed three new committee members!

NEIL STEVENSON



In my professional life I was a general practitioner (in Norfolk) and public health advisor to the local cancer network. In the days before CCGs I chaired the Norfolk GP commissioning group, so I have some experience of negotiating with the hospital sector.

More recently after retirement I was a member of Brighton & Hove LINK and helped plan the transition to Healthwatch. I represented the LINK on the NHS Sussex Board and later the CCG and was engaged in a number of planning committees.

MICHAEL MEAGER



I am a newcomer to Hove and to the Charter Medical Centre. For most of my career, until I retired in 1991, I worked as an architect at the Department of Health in London where I was involved in the planning and design of NHS hospitals.

For several years after

retirement I was a member of a Community Health Council in South-East London. More recently, I have been a member of a Patient Participation Group in Buckinghamshire.

OLIVIA KING

I work as an Inclusion Advocate and develop teaching materials on human rights.

A member of the British Society of Psychologists and the Chartered Management Institute, I also have experience as a carer, an inpatient and outpatient.

I am committed to inclusive practises and processes in all aspects of the healthcare sector and the people who use the services and provide them.



Focus on Inclusion

PPG AWARENESS WEEK

We are pleased to let you know that we will participate this week, to raise awareness about our patient group and the importance of patient participation in achieving excellence in care for all patients.

The theme of this year's national campaign is 'Transforming Services Together' – we aim to promote widely the value of

'good' PPGs, where informed and involved patients work together with their practice to improve the quality of care and outcomes for patients.

6th – 11th
June
CHARTER
MEDICAL
CENTRE

Find us in the surgery's waiting area Monday 6th, Tuesday 7th, Wednesday 8th and Thursday 9th June, where we will also be promoting the surgery's Patient Partner.

BRIGHTON & HOVE CLINICAL COMMISSIONING GROUP (CCG) PROMOTIONAL EVENT 2016

The CCG had a stall at the Brighton fringe festival's launch on Saturday 7 May in Pavilion Gardens, Brighton, to promote the Heroes (urgent care) campaign and to generally talk to people about involving patients, carers and the public in the NHS.

The Brighton & Hove CCG is the part of the local NHS that is responsible for overseeing hospital, ambulance and community health services in the city.

They are running a 'Save A & E for Saving Lives' public awareness campaign to explain where people can go in the city for urgent medical help other than to A & E so that the Royal Sussex County Hospital doesn't have to deal with more than it needs to, or can cope with, at busy times of the year.

The leaflets that we handed out for people to keep in their wallet or purse give information for the next time they need medical help but don't need to go to A & E.

It includes a range of places to go and numbers to call, and also the url of the CCG website: www.wecouldbeheroes.nhs.uk. These leaflets in display stands can be found at 'Charter' surgery in the waiting areas.

Designed to be used like an App on a phone or tablet or as web pages on a desktop computer, the Heroes

ST ANN'S WELL GARDEN FAIR – CHARTER PG TABLE

Saturday 14th May saw the annual St Ann's Well garden fair again. This year Charter Patient Group decided to have a table and raise awareness about what we do.

Thanks to Nora, Peter, Michael, Olivia and Penny who tried to capture the interest of visitors which was a hard task in the midst of stalls selling lovely food and crafts!



website allows you to search for local NHS services that are open at the time of day (or night) at which you are searching for urgent help – 24 hours a day, 7 days a week. It also shows where services are located in Brighton on a GPS-enabled map.



I understand that TV presenter Zoe Ball is helping to promote the Heroes website and that you can watch a film she has made for the local NHS at www.wecouldbeheroes.nhs.uk

One important way to ensure that patients are involved in managing their own health, care and treatment is to become a member of your surgery's Patient Participation Group (PPG).

As a member of the 'Charter' PPG I was happy to support the CCG at the event handing out leaflets and generally talking to people about the benefits to the surgeries and patients of belonging to their PPG.

The event was on one of the first real summer days of the year and the area was thronged with people willing to listen and take away leaflets for themselves, families and friends. Contact:

Jean Gaston-Parry

Email:

jean.gastonparry@hotmail.co.uk

Mob: 07890 761164

CHARTER PUBLIC PATIENTS EVENT DATES

We have some dates for your diary!

Our forthcoming public events at the Surgery are:

Monday 25th July 2016	6.30 - 8pm
Monday, 17th October 2016	6.30 - 8pm
Monday, 27th March 2017	6.30 - 8pm

Join us at one of the events and meet the committee!

WE LOVE TO HEAR FROM YOU! IF YOU HAVE ANY COMMENTS OR FEEDBACK OR IF YOU WOULD LIKE US TO INVITE A SPECIFIC SPEAKER TO ONE OF OUR EVENTS, PLEASE CONTACT US:

Email: charterpatientgroupove@gmail.com

Facebook: **Charter Patient Group**

Website: <http://www.chartermedicalcentre.co.uk/ppg.aspx>

What are Patient Participation Groups (PPGs)?

The first PPG was set up by a GP in 1972. Many practices in England now have a PPG. Generally made up of a group of volunteer patients, practice managers and one or more of the GPs from the practice, they meet on a regular basis to discuss the services on offer, and how improvements can be made for the benefits of patients and the practice. Community wellbeing as a whole is also considered. PPGs do not have a set way of working which means the aims and work of each group is entirely dependent on local needs. The Charter PPG works within one of the largest GP surgeries in the city. As volunteers we try to make sure that patients and improving health are at the heart of everything we do.

Do join us or contact us by email for more information.