



Patient Participation Group Newsletter

Summer 2019

Editorial

A real chance to be involved!

Did you know if you are a patient of the Heron Medical Practice you are a member of its Patient Participation Group (PPG)? It's a requirement of its contract that the Practice has to have a PPG. Every patient over the age of 14 is automatically a member: so that means you. The key word in the title is PARTICIPATION. All patients have had an opportunity to do just that. Since the PPG was set up a number of the patients have come together and acted as a Committee. They have in effect been a self-appointed group. This has not necessarily been by choice. There was no other way for the Committee to exist. Any patient who wanted to serve on the Committee has had an opportunity to put their name forward for election. This has been advertised in the practice, Newsletter and practice website. The Terms of Reference lists the maximum number of patients able to be on the committee, currently this is eight. If more than eight patients want to stand then an election will be held and every patient will have the opportunity to vote for the people that they want to represent them. This will take place at the PPG's first AGM (please see below for further details). Remember it's all about PARTICIPATION. So make a point of being there on 17th September and PARTICIPATE!

AGM

Come along to the Annual General Meeting (AGM) of the Patient Participation Group (PPG) which is being held on **17th September** commencing at 1.30 at Christ Church Christian Centre. You can drop in and out of this meeting which will finish at 4.00pm

There will be a presentation on the proposed :

- Re-organisation of Heron Medical Practice in Station Road, to provide new consulting rooms
- Expansion at Beltinge/ Reculver to provide new consulting rooms and improved admin facilities
- Development of a new site/surgery at Hersden

There will be an opportunity to ask questions about the closure of William Street in May 2020 and the proposed plans for the other sites. Also to meet and ask the PPG and the practice questions

Patients applying to stand for the PPG committee

Theresa Campbell (current chair)

Working in the NHS for over 20 years has given me a good grounding on how general practice and hospital services work. I have experience of using the services as I have several long term conditions which gives me a greater understanding of the patient experience. I am a great supporter of the NHS **but** recognise that it needs critical friends to help in improving the patient journey. It is feedback and input of patients that will help us to keep our NHS free at the point of delivery.

William Burnett (current vice chair)

I have been a registered patient of the practice since moving to the area some 5 years ago. I have been a member of the PPG committee since its inception. On behalf of the group I have attended the Canterbury Public Reference Group and regularly attended the Herne Bay Community Network Group and have also been involved in a number of consultative gatherings organised by Kent and Medway NHS. I am 78 years old, retired following a career primarily in the public sector, married with 3 children and 5 grandchildren

Kim Holden (current committee member)

As a mother and grandmother born and bred in Herne Bay, I have the best interests of our community in mind. I have a chronic disabling illness and frequently use the services of the practice. I bring first-hand

experience of what this means to me and others in this situation to the table. I have had and run successful businesses in Herne Bay and within the broader district and was a local school governor for over ten years.

Margaret Cornell (current committee member)

As a past NHS worker and in recent times an active service user, I have seen a multiplicity of changes and developments over the years. I have been registered with the practice for over 40 years. My main area of interest is in online services but I am keen to promote patient participation in all areas of surgery life, where appropriate, for the mutual benefit of both the practice and its service users.

David Surridge (current committee member)

My wife and I have lived in the village for twenty years, during which time I have been an active supporter of our NHS services, both at hospital and general practice level. I have witnessed in recent years the increasing pressure put upon the service as a whole and firmly believe that we should support and be a critical friend to our doctors and support staff. Through the PPG we can work across Herne Bay and East Kent to help provide the best services possible for all the community.

Jill Clowes (new applicant)

My business experience of over 30 years within the post office network brought both rewards and challenges. I took part in focus groups and trials that benefited the wider network. I was also Chairman of Governors of a Primary School, working alongside professionals to improve standards, meet targets and work for the good of our school. My husband and I are both patients and have experience of other NHS services such as audiology, dermatology and ophthalmology

Carole Harper (observer-new applicant)

I am a retired Oncology Nurse Specialist and Manager with a particular interest in prevention and early detection. I feel that this along with many years' experience of advocating for patients would be an asset to the committee. I have attended a few meetings as an observer and believe I can contribute positively to working towards improving patient services and care.

Gary Greenwood (observer – new applicant)

Attended several meeting as an observer. I am a retired operations director and been registered with the practice since the early 70's. I live in Greenhill with my wife. I have been able to offer support and help to the group with certain tasks, one being a questionnaire for patients to complete. Already I have learnt a lot and feel I can contribute to helping improve the service for patients with skills from my background in the management field.

AGM Agenda

17th September 1.30 -4.00- Drop in and out as you require.

Christ Church, Christian Centre, Underdown Road, Herne Bay CT6 5NR access also via William Street

1. Welcome and Introductions- PPG 1.30 - 2.00

2. Heron Practice Improvement Plan (Premises) 2.00 - 2.45

Presented by: Chris Acton, director of Primary Care Partnership

3. Election to the committee PPG 2.45 - 3.00

4. Heron Practice Presentation. DR Dunn, Dr Ho and others 3.00 - 3.30

5. Question and answer session PPG/ Practice 3.30 - 4.00

