

November 2015 newsletter from Park View Health Partnership

Patient Groups

Commissioning Patient Reference Group (CPRG)

The Horsham and Mid-Sussex Clinical Commissioning Group (CCG)'s Commissioning Patient Reference Group is a forum at which patient representatives from GP Practices, Healthwatch, voluntary networks and other groups from across Horsham and Mid Sussex meet together monthly to discuss local health services and the CCG's work.

The CPRG members monitor and provide feedback on the CCG's engagement plans and activities to assure the CCG Governing Body that engagement with the public and patients is taking part and an integral part of our work in commissioning NHS care and services.

The CPRG:

- members play an important role in helping the CCG to ensure it is capturing and making use of the views, insights and experiences of patient population and carers
- actively promote public awareness of health and social care issues
- support the CCG at public engagement events or consultations when required.
- actively promote membership of their Patient Reference Group (PRG) and/or Patient Participation Group (PPG)

You can also view the latest meeting minutes held on 9 June 2015 in the 'How We Make Decisions' category of the CCG website [Publications section](#).

GP Patient Group

Most GP practices in our area have either a Patient Participation Group (PPG) or a Patient Group, which you can join to have your say on services at your local GP practice and across Horsham and Mid Sussex. Generally made up of a group of volunteer patients, the practice manager and one or more of the GPs from the practice, Patient Groups meet on a regular basis to discuss the services on offer, and how improvements can be made for the benefit of patients and the practice.

At Park View Health Partnership, it has been difficult to engage patients in the more formal aspects of feedback on services and managing improvements since the move to our now 8 year old practice building at Sidney West. For many years, the patient group was run by the Practice Manager, with the Practice Manager's agenda, which is not the idea at all! It is a group for patients run by patients. There are a number of ways that patients can feed back individually using the Family and Friends test option, via I want great care site (iwantgreatcare.org), or by letter, email or phoning the practice. Any and all patients are welcome to form a supportive group, either meeting face to face, or forming a virtual group to discuss matters using technology.

If you think you would like to be involved, please contact the Practice Manager by phone (01444 244294), email (info@parkviewhealth.co.uk) or letter.

Our Care Co-ordinator, Kate

Hello, I have been here for over 6 months now and wanted to remind you about my role. If you are living with long term medical conditions, are over 75 or a carer, finding the right support can sometimes be a difficult, confusing and daunting task. I'm here to ensure that you feel supported and have access to the services that are right for you. I am here to help you find appropriate services.

To give you an idea of how I can help, some of the things I have done recently are:

- Putting patients in touch with an optician who has experience of patients with additional needs
- Arranging for volunteers to visit patients at home, take them shopping or just a cup of tea and a chat
- Referring carers to specialist support to help them look after their loved ones
- Telephoning patients after discharge from hospital to ensure that patients have everything they need

Some of the services I can put you in touch with include:

- Safety in the home
- Local community transport
- General advice and information
- Sensory services – for hearing and sight
- And much, much more

I can even help find care for your pets if you need to be admitted to hospital!

If you would like a chat to find out more about how I might help you then please telephone me on 01444 238887. Or ask at reception and I will telephone you at home. My working hours are Monday to Friday 12-3. I'd love to hear from you.

You'll spot Kate's picture in all the consulting rooms in the practice as a reminder of how she can help you.



Flu vaccinations 2015

If you are eligible for a free flu vaccination, please book an appointment at our remaining Saturday clinic on 7 November. Appointments are available from 11am.