Email sent to PPG - Thursday, 12 June 2014

Dear all, I trust you are well and looking forward to not only the thrills of the pending World Cup but also the delight of a Lancashire summer!!

The practice has indeed been very active over the last few weeks. A number of initiatives have been progressed – to summarise some:

- Physiotherapy services will now be on your doorstep at the practice with effect from next Thursday and this will continue to be a three-day a week service – improving significantly patient access to the service and the intended outcomes.
- Our ‘Over 75 years of age’ initiative whereby we are working in part collaboration has progressed to the point of recruiting a specific clinical nurse lead – this will help greatly with the demands of ‘over 75s’ care bringing it to a new point of proactive care planning and management.
- We are close to ‘working out of hours’ – this, when it arrives [following agreement] will be a massive shift in GP culture and many believe of great benefit to the local patient population – Greater Preston as you know already have a very active and successful OOH service however our intention is to bring a ‘toe dipping’ service to the practice – during a specific period of the winter months – that will enable us to test the viability and patient outcomes of running such a service on a wider basis.
- We are imminently about to change our patient management IT system – this is a very intensive piece of work that will impact heavily on the running of the practice – I am glad to say that the impact will [I very much hope and plan] be at practice level and not in any way at patient experience level, nevertheless there may be slight change to service during the transition week of 25 August 2014. The benefits to the practice, service and population however will be considerable. So a great deal of pain at this end in order to generate much gain overall!! So I keep telling myself [and the staff!!].

There is a great deal going on – much of which we can discuss at the PPG AGM later in the year.

So, to the PPG and our intentions and agreed actions moving forward! I have sincerely been overwhelmed with the response to my recent email on the proposed direction and the forming of the ‘Project Groups’ – On behalf of the partners and I thank you for all of the expressed support; it has provided me with a very pleasant dilemma of choosing the ‘make-up’ of the groups ensuring that we have appropriate representation in each; I have subsequently chosen the following:

**‘Comms’ Project Group [CPG]**
Michael Nathan
Alan Sillitoe
Dorothy Bonser
Peter Frankish
Tony Bonser

**‘Access’ Project Group [APG]**
Gail Dawson
Wendy Livesey
George Rawcliffe
Bernadette Rawcliffe
Pam Sayer

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I would intend for the Groups to be meeting on separate evenings from 6pm till 7.30-8pm [I know how we like to talk!!] during the week of 23 June 2014 with a provisional week of 30 June 2014 if all are unable to attend the initial intended week due to present commitments. Can I therefore ask for each of the above to:

- Confirm their continued interest in being involved
- Confirm their availability for the weeks commencing 23rd and 30th of June

Thank you.

Additionally; the PPG AGM as you may recall had been scheduled for the month of August 2014. I sense with the above IT change-over taking place at the end of the August month, it may be wise that I suggest a change to the scheduled gathering and instead set it to September. I sense a provisional date of Monday, 8 September 2014 could be agreed/set – meeting between 6-8pm. I have one member of the group who has to date offered to be considered as Chair and one other who will aid my work on the Terms of Reference. If you have interest in either of these areas then please do allow me to be aware well in advance.

I hope the above finds you all in good health – please allow me to know your thoughts soonest to aid my planning.

With best regards,

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