The Tardis Surgery

Report for 2015/16

The Patient Participation Group decided that as a priority for 2015/16 the surgery needed to have new carpets, windows to the side and front and to be re-decorated inside. A new carpet was fitted in June, decorating was done in May and windows have all been fitted in July. In addition a Baby Changing was installed, a disabled bell at the front door, a hearing loop was purchased, new lockable fridges for the nurses and dispensary staff.

For the patients, the PPG Group has targeted Dementia patient’s as a priority, the surgery have done a search on all dementia patients, have put them on the 2% list where they will be seen regularly by the Advanced Nurse Practitioner and given a care plan.

The surgery has also done additional searches to identify any patients not coded with dementia.

A topic and aim was discussed at the PPG meeting on the 16th September 2015 and it was decided that Dementia patients and Carers would be the one they would like to concentrate on.

Lynn Everill from Moorlands Home Link attended the meeting to discuss their services throughout the community. She gave advice on the facilities on what the organisation can offer:

*Drop-in facilities at Duke Street, Fenton, Stoke-on-Trent.*

*1 to 1 sessions and group sessions*

*Provide care plans*

*Young Carers*

*Former Carers*

*In-house counseling*

*Specialised dementia groups (under and over 65 groups)*

*Parkinson’s Group*

*Benefits advice*

*Legal advice*

*Citizens Advice Bureau*

*Carers pack and Identity card*

Also the availability of a Carers Caravan in Blackpool.

PPG meeting 13th January 2016

Fire Officer – David Edge, began the meeting outlining the role of Cheadle Fire Station within the surrounding area. He also discussed their role in offering members of the public a free service of updating their smoke alarms and to evaluate their homes of any fire hazards. David also gave invaluable advice on electric blankets and carbon monoxide detectors. It was decided that the information given could be forwarded to the dementia patients and Carers.

PPG meeting 16th March 2016

A speaker from the Dementia Group attended the PPG meeting on the 16th March 2016 with a representative from the Dementia association. One of the patient’s husband is currently involved with the association and she had arranged this.

The group particularly wanted to target the Carers as well as the patient and discuss what help there is for them. The group is going to get as much information/leaflets as possible to discuss at the next meeting.

It was decided that a couple of the members would come into the surgery and discuss with patients any findings that they have regarding help and support. The date has been arranged for June 9th 2016 at 1pm. A representative from each support group has been invited to attend and give support to anyone who needs help. They will be offered a private room to discuss any issues/advice that the patient/carer may need.

PPG meeting 11thMay 2016

It was decided at the meeting instead of members coming into the surgery and discussing with patients any findings regarding help and support, we would have an Information Day at Cheadle Fire Station on the 15th June 2016 2pm-4:30pm.

We arranged for North Staffs Carers Association, Home Link, Age UK, Dementia/Alzheimer’s, Healthwatch UK and the police to attend. A notice was put up in the surgery, given to nearby shops and an advertisement went out in the local newspaper.

The event was well attended, different age groups attended and the PPG Group were very pleased with how the day had gone and plan to do another one in the near future. As a result of this, we have decided to add these contacts for Carer’s onto the Tardis Website with various links.

**August 2016**

A member of the PPG regularly comes into the surgery and gives out a survey for the patient to fill in once they have seen the GP/Nurse. The patients are also made aware of the Tardis Website which has all relevant information regarding on-line appointments, repeat prescriptions and extended hours that the surgery is offering.

It was also decided that the Group would like more young people to be involved and decided to create a virtual PPG and target the ones who work and are not able to get to the meetings. This is currently being set up.