

First AGM of Stennack Surgery Patient Participation Group

THE STENNACK Surgery Patient Participation Group held their first AGM in the surgery conference room on Monday February 25. The group was established in March last year to help support patient engagement in the services offered by the surgery. There are 32 members in the actual group, with a further 45 people in the virtual group.

Linda Petzing, the Chair of the PPG, welcomed those present; she thanked the members of the group for their contribution and involvement during the first year. Linda outlined some of the achievements for 2012. These include the production of regular newsletters, helping patients use the surgery's services more effectively and forging links with the local secondary school.

REPORTS

Reports were also received from Chris Gendall, the Strategic Business Manager and Fiona Vinnicombe, Surgery PPG Lead. In their reports Chris and Fiona praised the work of the new group and in particular the leadership of Linda Petzing as Chair of the group. Dr Manley emphasised the importance of patient participation in the running of the practice. He believes that the doctors welcome feedback from patients.

The guest speaker at the AGM was Peter Stokes MBE, the Business Manager for the Referral Management Service. Mr Stokes

gave a presentation on the work of the RMS. Established in 2010 the RMS manages over 110,000 referrals each year from all GP practices from Cape Cornwall to Bude/Stratton.

Mr Stokes explained that the service strives to offer outpatient appointments at the hospital of the patient's choice, subject to clinic availability. This would need to take into account clinical urgency and risk – factors that could adversely compromise patient safety. There was some discussion from the group about the need to ensure that before being given an appointment time and date, all eligible patients are initially asked if they would prefer to be seen nearer home, with a potentially longer wait for treatment, or would like the first available appointment, which could be at any site across Cornwall. Peter promised to take this feedback onboard. Linda Petzing thanked Mr Stokes for attending the AGM and for an interesting and informative presentation.

The Stennack Surgery Participation Group has been recognised by other practices as a well-established and successful patient group. The group is keen to ensure a wider cross-section of the community is represented and would welcome contact from patients in the 18-40 age group or from any ethnic or other minority groups. Any patient wishing to join the group can contact the Stennack Surgery for further details. The surgery offers virtual membership for patients unable to or who do not wish to attend meetings. E-mail stennackppg@cornwall.nhs.uk.



PICTURED at the recent Stennack Surgery Patient Participation Group (left to right) Fiona Vinnicombe, Stennack PPG Lead; Linda Petzing, Stennack PPG Chairman; Chris Gendall, Strategic Business Manager and Peter Stokes MBE, RMS Business Manager.