



PPG Q4 Meeting  
Faccini House Surgery  
Wednesday 29<sup>th</sup> March 2017

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13:00 Welcome

13:05 Review of this years actions

- Greater connection with Uplift Service
- Greater connection with Alzheimer's Society for our Dementia patients
- Increase awareness of on-line services (appointments, prescriptions, advice)
- Waiting Room screen for health messages & PPG

13:20 Review of practice campaigns

- Antibiotic Use – Antibiotic Guardian
- Immunisations – Children, pregnant, and flu
- Admission Avoidance Care Plans
- Over 75 notification and care advice
- DNA appointments and non-clinical appts

13:25 New items for 2017/18

- Social Care & DWP issues
- Use of Online Services
- DNA & Catchment Area

13:40 Discussions/ Suggestions

14:00 Close

# Review of Actions for 2016/2017

Action	Status
Greater connection with Uplift service	Unfortunately due to the lack of uptake to the wellbeing clinics being run at the practice, this service was reduced and then closed. Patients will now be seen at other locations, but we still support the service and hope to have it back at the practice.
Greater connection with Alzheimer's society for our Dementia patients	We were unable to bring clinic to the practice so our patients could meet with members of the Alzheimer's Society. We promote the society in our Over 75 Care planning campaign.
Increase awareness of our online services	We continued to promote the use of online services through posters, SMS messages and the reception desk, though have not seen a significant uptake of these services. We shall continue to promote these as they will make managing appointments and repeat prescriptions more convenient for our patients.
Waiting Room Screen for healthcare messages and PPG	A New screen has been added to the waiting room to display health information and PPG messages.

# FACCINI HOUSE SURGERY

## WORKING WITH OUR PATIENTS AND OUR PPG



### DNA Appointments Last 3 Years

Appointment Date ▼	2014	2015	2016	2017	Total
Jan	0	107	105	56	268
Feb	0	102	95	83	280
Mar	29	77	79	78	263
Apr	89	103	92	0	284
May	116	83	79	0	278
Jun	113	100	107	0	320
Jul	116	107	91	0	314
Aug	67	93	73	0	233
Sep	107	62	84	0	253
Oct	190	102	92	0	384
Nov	123	79	91	0	293
Dec	105	118	101	0	324
Total	1055	1133	1089	217	<b>3494</b>

# FACCINI HOUSE SURGERY

**We all have ups and downs and need a little help and advice now and then. Some of our problems are due to the pressures and stresses of life: looking after ourselves, looking after family members, dealing with money worries, coping with social and housing issues, the list is endless.**

**Faccini House Surgery has partnered with Sutton Uplift to offer wellbeing clinics at the surgery for our patients.**

**Wellbeing support helps people to connect and access activities and resources to meet their physical, social and emotional needs. The team are experienced in supporting people with their Wellbeing, either professionally or through lived experience.**



PROMOTING HEALTH & WELLBEING IN SUTTON



**The best way to stay healthy - physically and mentally - is by learning how to take care of yourself, and about the support you can get to help with any health problem you might already have.**

**Book a Wellbeing appointment**

We have worked with our Patient Participation Group (PPG) to bring this service to our patients. If you would like to become a member please see reception for an application.