

**Patient Participation Group Forum**

**19<sup>th</sup> September 2013**

**Collated feedback from the evaluation sheets; 12 practices were represented**

**Q5 Do you have any suggestions or comments about how today's event, or future events could be more useful?**

- The OPMH session focussed on dementia – would like to have also discussed depression and anxiety issues for older people
- More structure to the session to ensure the issue is not missed
- More signposting/educating professionals and carers
- Useful to hear other people's views
- Would like to have attended both sessions – suggest one topic per session
- Feedback on both sessions please
- CCGs need to be transparent regarding consultation
- Dismay that not more PPGs represented
- Communications to PPGs to encourage higher attendance
- Much better than first meeting – probably due to no power-point presentations!
- Lively, enjoyable, interesting, useful, enlightening (range of good comments received)

**Q6 Please list any ideas you have for future meetings:**

- ASC
- Voluntary Sector
- Communications
- Complaints
- Access to GP Practices/appointments
- Best practice to be shared/ some practices have good appointment system other find it more difficult to get appointments
- One subject per meeting- even if this means reducing the length of meetings but holding the meetings more frequently. Or having 2 discussions where people can attend both sessions with a break in between
- Hospital processes
- Hospital parking charges
- Services available in practices and hospitals – patient and carer awareness
- Shared facilities – where services are located within the CCG and other sites
- Information on key health issues
- Health Screening
- Prostrate cancer screening
- Mental health for younger people
- Maternity services
- Dementia - once diagnosed/assessment of need
- A more general discussion on dementia
- Patient/carers awareness of services available for dementia patients
- Sickle Cell

**Q7 Please let us know if you have any further issues, comments or questions that you would like us to answer:**

- Would like to have medicals (“over-hauls”) for the over 80’s – more thorough examinations than the 6 monthly reviews if this could be possible?
- Would like to see the communication issue raised in the meeting followed up and fed back to practice PPG members
- Want to see increased participation from other GP practices (PPGs) – the NHS is important to everyone
- As a PPG representative, I would like to be able to take back issues and ideas raised at these meetings to my own practice with clear questions, suggestions for how to improve services and or advice.
- How does the CCG deal with communications to help ‘sign-post’ patients to the right services?