

RUTLAND LODGE MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP

Dear Fellow Patient,

If registered with this Practice were you aware of the Patient Participation Group? This is a group of patients who are interested in and supportive of all aspects of the Practice and have agreed to become members of the Group Committee who meet at two monthly intervals to exchange views as to how improvements might be made for the better functioning of the Practice and to raise concerns if things do not seem to be quite right.

The PPG is open to any registered patient who is interested and would like to join. You need only leave your name and contact details at Reception and you will be contacted with all the PPG information you will require to become an active member and welcomed into the Group. If, as a patient, you would like to find out more about the PPG you are fully entitled to attend any meeting held by the group, time and dates of meetings will be shown on the main Practice web site accessed at www.rutlandlodge.co.uk

You may not be aware that all GP Practices are to a large extent overseen and funded via the local "LEEDS CCG" where CCG stands for "Clinical Commissioning Group". The CCG is largely governed by elected/appointed Leeds based Practice GP's and permanent staff within this quite big organisation.

Quite recently groups of GP Practices have been arranged to help and support their neighbours in their own immediate localities and Rutland Lodge is now a part of the Central North Leeds Group. While the CCG may have little direct effect on patients it may be helpful to PPG's who will be able to share ideas to promote the values that PPG's can bring to their patient communities. The Central North Leeds Group will be developing new services for patients (see below).

Little more than a year ago the Leeds CCG produced an Award Scheme enabling PPG's to bid for a share of the Awards and Rutland Lodge was successful in securing £1,000 to be used for the benefit of our patient community and we are at present investigating how best this award can be invested.

Confidentiality is absolutely vitally important in our role as representatives of patients and is a legal requirement for all interaction surrounding patient affairs. Please be aware and always observe and respect this.

As a patient, if you need help, support, maybe some guidance or you cannot see a way forward it may be that the PPG can assist you. To speak to a member of the PPG you can leave a message at Reception following which one of our members will be in touch. In course of time it is hoped that the PPG will be able to have an e mail address for more direct on-line contact.

This is the PPG's first attempt at a Newsletter which we hope to produce on a regular basis. If you have any news, views or ideas as to how improvements or benefits within the Practice may be made and would like to share them with us please drop us that note or message via Reception.

Finally, if you feel that you have something that you can offer to help improve all our lives why not join us? We need you, your energy, ideas and input – to find out more why not come to our next meeting on a date is Thursday 30th January, 2020 at 5pm at Rutland Lodge.

New services available via the practice

- You may have noticed that Rutland Lodge is now open on Saturday and Sunday mornings
- When open at the weekend it is open to all of Central North Leeds Practices
- As a member our patients may access services such as GPs, nurses, HCA's
- The practice also has (usually in the evening) what we refer to as "virtual" appointments for pharmacists and physiotherapists
- These are telephone appointments which may be much quicker to access than a GP appointment
- You may also make requests via our e-reception service. Please go to the practice website to access this.

Happy Christmas and hopefully a better New Year – hope to see you then.