

Patient Participation Group update report Post quarter 2013/14

The practice is happy to report that in line with the action points of 2013/14 and discussion with the patient participation group all the action points were completed or in the process of doing so. This has been extremely beneficial to patients as a whole especially the weekend opening.

1. To continue with the current extended hours and Saturday Service which will consist of GPs, practice nurses and a reception and admin team, subject to no further significant financial destabilisation of general practice during 2014/15 where a full review would be carried out should such an event happen. As before, this will ensure superfluous continuation of the priority already agreed previously in all PRG meetings and to communicate to patients the continuation of the Saturday Service by advertising in the waiting area highlighting the value for money and quality of service.
 - a. We are happy to report that the service is currently being maintained and the practice continues to operate on Saturdays for routine surgery at it's own cost.
2. To promote healthy lifestyles and living by providing free apples this summer and autumn and continue for our clinicians and staff to demonstrate a healthy lifestyle by exercising; healthy eating etc.
 - a. We are happy to report that the practice will be providing free apples in September as planned. This will be supplied as usual by a locally sourced organic orchard as last year.
3. To provide a list of independent legal representatives, that patients can refer with regards to issues with eligibility to NHS services.
 - a. A list was placed in the waiting area in March 2014 and is being reviewed every quarter, further information can be found from <http://solicitors.lawsociety.org.uk/> in which you can search for a solicitor that specialises in immigration law.
4. Practice to launch a campaign on 'Know your rights', access to NHS services to ensure all patients receive appropriate treatment.

Under Article 8 Everyone has the right to respect for his or her private and family life, home and correspondence. This right is subject to proportionate and lawful restrictions.

Article 8 is a broad-ranging right that is often closely connected with other rights such as freedom of religion, freedom of expression, freedom of association and the right to respect for property.

The obligation on the State under Article 8 is to refrain from interfering with the right itself and also to take some positive measures, for example, to criminalise extreme breaches of the right to a private life by private individuals.

Private life

The concept of a right to a private life encompasses the importance of personal dignity and autonomy and the interaction a person has with others, both in private or in public.

Respect for one's private life includes:

respect for individual sexuality (so, for example, investigations into the sexuality of members of the armed forces engages the right to respect for a private life);
the right to personal autonomy and physical and psychological integrity, i.e. the right not to be physically interfered with;
respect for private and confidential information, particularly the storing and sharing of such information;
the right not to be subject to unlawful state surveillance;
respect for privacy when one has a reasonable expectation of privacy; and
the right to control the dissemination of information about one's private life, including photographs taken covertly.

Family Life

Article 8 also provides the right to respect for one's established family life. This includes close family ties, although there is no pre-determined model of a family or family life. It includes any stable relationship, be it married, engaged, or de facto; between parents and children; siblings; grandparents and grandchildren etc. This right is often engaged, for example, when measures are taken by the State to separate family members (by removing children into care, or deporting one member of a family group).

- a. A poster has been placed in the waiting area and further information can be found <http://ukhumanrightsblog.com/incorporated-rights/articles-index/article-8-of-the-echr/>
5. Increase the use of a virtual group subject to the necessary IT enhancements.
 - a. All new members of the PPG are asked for their email and the current IT upgrade has been finalised now after much discussion and delays. We apologise for any delay and will inform patients once everything is up and running, expected date of implementation September 2014.
6. Agreement and approval of the Practice's agreement to become part of the '8am-8pm 7 day challenge' by working with other practices in a more innovative way.
 - a. The practice applied as part of a consortium from Lambeth CCG but was unsuccessful and thanks all the patients for it's support.