



*Bringing the community into the practice*

**Patient Participation Group (PPG) Annual Report**  
**1<sup>st</sup> April 2015 – 31<sup>st</sup> March 2016**

## 1. Profile of Members

The group was initially formed in 2011 and has continued to meet on a quarterly basis since then. The PPG Meetings (3 in total) were chaired by Mr Peter Thorley but unfortunately, due to his own personal circumstances, he had to stand down from this role in January 2016. The PPG wish to thank Mr Thorley for the work he did within the group as this was very much appreciated. The final meeting was chaired by Catrina Cornwall, Practice Manager. If a new chair cannot be identified the Practice Manager will continue to chair all future meetings.

The Secretary/Minute Taker position is filled by the Practice Manager who is in attendance at all meetings.

The group is currently made up of 50% female and 50% male representation. Our members are from all age groups, some of whom have chronic diseases which enables us to gain valuable feedback on healthcare provision by local services within the North Staffordshire area.

The members of the group remain entirely from a White British ethnicity, which is representative of the practice population as a whole. The practice has a very small population from other ethnic groups. Our current registered patient number is 5952 (as at 31/3/16).

## 2. Patient Representation of its Registered Patients

The PPG continue to focus on ensuring all patient groups are adequately represented, where this is not the case for certain groups of patients, individuals will be directly invited to join the group.

We have had a slight increase in the numbers of group members for 2015/2016 and we now have 20 members. All meetings are very well attended and the practice feels privileged to have such a supportive patient group who are committed to seeing improvements at the practice.

Patients are informed of future meetings as these are displayed within the practice waiting room. The PPG meeting as a whole is promoted within the practice waiting area. The PPG actively welcomes new patients.

## 3. Meetings

During 2015/2016 the following PPG meetings were held:-

- Wednesday, 22<sup>nd</sup> April 2015 at 5.30 pm
- Wednesday, 8<sup>th</sup> July 2015 at 2.30 pm
- Wednesday, 30<sup>th</sup> September 2015 at 6.00 pm
- Wednesday, 13<sup>th</sup> January 2016 at 2.00 pm

Wednesday is deemed to be the most suitable date for PPG members. Agenda and Minutes of all meetings are available.

#### **4. Practice Survey**

##### 4.1 Design and organisation

The practice remains committed to undertaking an annual Practice Survey and this year this was undertaken between October 2015/January 2016. It was agreed by the PPG to undertake a similar survey to those undertaken in previous years in order to identify the true extent of the issues raised and to show any improvement or otherwise.

The PPG members were instrumental in the:-

- Agreeing the format of the survey
- Designing the survey and questions to be addressed
- Speaking with patients and encouraging them to complete the forms.

All PPG members were actively invited to take part in the development of the survey and also offered to work with the practice reception team to disseminate the survey to patients attending for their appointment.

Patients could also complete the survey online if they wished to do so. There was only a low uptake of patients completing their survey online.

##### 4.2 Survey Results

This year 86 surveys were completed which was a reduction in the number completed in 2014/2015 however we do have other feedback from patients in the form of the Friends and Family tests. These results have been monitored at every meeting by the PPG.

Our PPG have developed a separate document detailing the full results of the survey as well as any additional comments that patients wished to make. This can be read in conjunction with this annual report and the summary of the Friends and Family feedback received throughout the year.

##### 4.3 Key Areas

Key areas reviewed during 2015/2016 can be summarised as follows:-

###### Access to Appointment

Access to appointments continues to be a concern for some patients which follows the national trend relating to access to GP services. Feedback has also been received that telephoning at 8.00 am to obtain a book-on-the-day appointment can be difficult for some patients. Consideration was given to morning and afternoon book on the day appointments being released at different times. This was by way of a separate patient survey the findings of which did not show a definitive desire to change the booking system from that which was currently offered. Patients wanted more GP appointments and access to more telephone lines rather than a change of time for booking these.

###### GP Continuity

Comments were received from some patients that they would like more consideration given to continuity of access to the same GP. The practice has ensured that all patients have a named GP in line with the national agenda and patients at risk of unplanned admission to hospital have had

care plans developed by our newly appointed Advanced Practitioner. Over 75's health checks are also being offered to patients and this will continue into 2016/2017.

Unfortunately Dr Peter Dallow, our long standing and well respected GP retired in April 2015, Dr Nisha Nair commenced maternity leave in August 2015 and in February 2016 we received news that our remaining salaried GP, Dr Ziad Tukmachi and Dr Nair had resigned from their posts. Both GPs were relocating to the London area due to family commitments. The practice now needs to fill these GP positions to restore continuity for our patients.

#### Training Practice

The practice continued to act as a training practice throughout 2015/2016 and offered valuable training experience to both GP Registrars and Medical Students. Patients were happy to be seen by trainees and we had no complaints associated with their consultations.

#### Wider PPG involvement

The Practice and its PPG members continue to have membership to the National Association for Patient Participation (NAPP) and key objectives identified at national level by NAPP are discussed at each practice meeting. PPG members are also encouraged to participate in regional events arranged through the Clinical Commissioning Groups.

### **5. PPG Action Plan 2016/2017**

The following actions have been identified after reviewing the annual survey results which will be taken into the work the PPG undertaken throughout 2016/2017:-

	<b>Action</b>	<b>Comments</b>	<b>Expected Outcome</b>
1	Access to Appointments	Continue to monitor telephone lines to ensure these are answered in a timely manner.  Ensure online appointments are made available.  Continue to promote pre-bookable appointments to patients so they are aware that these are available as well as book-on-the-day appointments.	Improved access to clinicians.
2	GP Continuity	Review staffing and future GP needs.  Finalize recruitment timetable.  Ensure administration team offer choice of GP when booking appointments rather than next available appointment.	Improved patient experience

## **6. Moving Forward into 2016/2017**

It is not felt that any significant change is required to the organization and running of the PPG as it is well supported, addresses current issues relating to the practice and takes action as necessary.

New members will continue to be actively encouraged and welcomed to the group.

The next annual survey for 2016/2017 will be undertaken towards the end of 2016 and results will be made available as soon as possible.

## **7. Ongoing Communication**

Publication of all documents relating to the PPG can be found via the practice website – [www.lymevalley.co.uk](http://www.lymevalley.co.uk). In addition information can be found in paper form at the practice.

Our Care Quality Commission Inspection Report from January 2015 can be found via – [www.cqc.org.uk](http://www.cqc.org.uk)

Other resources - [www.napp.org.uk](http://www.napp.org.uk)

Should anyone wish to be sent an individual copy of any correspondence, requests can be made for such through the Practice Manager.