



Bringing the community into the practice

Patient Participation Group (PPG) Annual Report
1st April 2016 – 31st March 2017

1. Profile of Members

The group was initially formed in 2011 and has continued to meet on a quarterly basis since that time. The group were able to appoint a new chair this year and the practice is very grateful to Mr Ross-Osborne for offering his services to the group. Mr Ross-Osborne was appointed as chair to the group in the October meeting and chaired his first meeting in January 2017. Prior to this the meetings were chaired by the Practice Manager. The Secretary/Minute Taker position is filled by the Practice Manager who was in attendance at all meetings this year.

The group is currently made up of 43% female and 57% male representation. Our members are primarily over 60 years of age with the exception of the chair, 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 5806 (as at 1/3/17).

2. Patient Representation of its Registered Patients

The PPG continue to focus on ensuring all patient groups are adequately represented any patient is welcomed into the group if they express an interest in attending.

We have had a slight decrease in the numbers of group members for 2016/2017 and we now have 14 members. This reduction is due to members who have not had any contact with the practice or its PPG being removed from the PPG members register. All meetings are very well attended by the active members 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 2016/2017 the following PPG meetings were held:-

- Wednesday, 13th April 2016 at 6.00 pm
- Wednesday, 13th July 2016 at 2.30 pm
- Wednesday, 26th October 2016 at 2.30 pm
- Wednesday, 18th January 2017 at 2.30 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 December 2016 and March 2017. 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 no uptake of patients completing their survey online instead patients preferred to complete a survey whilst they waited to be seen for their appointment.

4.2 Survey Results

This year 74 surveys were completed which was a similar number to those received during 2015/2016. In addition to the formal PPG survey the practice continues to review the results of the Friends and Family tests. These results have been monitored at every meeting by the PPG. As such it is felt that the practice actively asks for and receives feedback from its patients and visitors.

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 2016/2017 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. Consideration has been given this year to making all appointments pre-bookable therefore eliminating the volume of telephone calls received at 8 am when the telephone lines open however if this were to happen then the 'fail to attend' rate would increase which wastes appointments. The telephones are answered as quickly as possible in the morning. The practice has noticed an increase in the number of patients who queue outside prior to the practice opening to ensure they receive an appointment rather than telephoning at 8am.

GP Continuity

Comments were received from some patients that they would like more consideration given to continuity of access to the same GP. Although Dr Asjad Tarar has now been appointed as Lead

GP and has been working at the practice since the summer of 2016, patients are still commenting that the practice uses a lot of locum GPs. The practice works hard to ensure that the same locum GPs are used so that there is still continuity for patients in that they can still see the same GP albeit that this GP is a locum GP.

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 where these are arranged through the Clinical Commissioning Groups.

5. PPG Action Plan 2017/2018

The following actions have been identified after reviewing the annual survey results which will be taken into the work the PPG undertaken throughout 2017/2018:-

6. Moving Forward into 2017/2018

	Action	Comments	Expected Outcome
1	Access to Appointments	<p>Ensure that an increased number of online appointments are made available.</p> <p>Ensure more patients are registered for on-line access so that they can book appointments rather than telephoning the surgery.</p> <p>Continue to promote pre-bookable appointments to patients so they are aware that these are available as well as book-on-the-day appointments.</p>	Improved access to clinicians.
2	GP Continuity	Continue to promote salaried GP vacancies through NHS England, CCG, Keele University so GP are aware that opportunities exist for them at Lyme Valley Practice.	Improved patient experience

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 2017/2018 will be undertaken towards the end of 2017 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. In addition information can be found in paper form at the practice.

Other resources - 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.