



Bringing the community into the practice

**Patient Participation Group (PPG) Annual Report
1st April 2017 – 31st March 2018**

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 continues to be chaired by Mr Ross-Osborne. In his absence the meeting is 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.

From 23rd June 2017, Midway Medical Centre joined Lyme Valley Practice in their premises on Lyme Valley Road and as such the PPG's were amalgamated. It was felt that this was a better use of time for the group and, as many issues related to the practice site as a whole, felt that this amalgamation was justified.

The group has not received any new members from the amalgamation with Midway Medical Centre and continues to be made up of 40% female and 60% 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 3472 for Midway Medical Centre and 5303 for Lyme Valley Practice (as at 1/4/18).

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 2017/2018 and we now have 10 members. This reduction is due to patients moving from our catchment areas or asking to be removed from the PPG list due to ill health. 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, 5th April 2017 at 2.00 pm
- Wednesday, 12th July 2017 at 2.00 pm
- Wednesday, 11th October 2017 at 2.00 pm
- Wednesday, 17th January 2018 at 2.00 pm

Wednesday is deemed to be the most suitable date for PPG members. It was also decided to hold all meetings in the afternoon as this was the best time 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 January and February 2018. 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. However, patients were asked to identify which surgery they were registered with so that 2 sets of results could be prepared.

The PPG members were instrumental in:-

- Agreeing the format of the survey
- Designing the survey and questions to be addressed
- Encouraging patients to complete the forms.

4.2 Survey Results

This year 87 surveys were completed this year, 50 from Lyme Valley patients and 37 from Midway patients. This was a slight increase from last year. 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 2017/2018 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. This year all of the reception staff have been through Care Navigation training in an attempt to actively sign-post patients to other services thereby ensuring the most appropriate patients are seen within practice by our GPs. Additionally the practice has identified its frequent attenders through NHS England's GP Quickstart programme. The practice will continue to try and eliminate those patients who are frequently and unnecessarily attending the practice. This work will be ongoing into 2018-2019. The receptionists are also routinely monitored on the length of time it takes them to answer the telephones. Patients are actively encouraged to register for on-line access so that telephone calls can be reduced thereby leaving the telephone lines clear for those patient who must dial through. Both practices have achieved the 20% NHS England target for registered patients having online access by 1st April 2018.

Our Advanced Nurse Practitioner has, this year, undertaken her Masters dissertation on appointment availability within General Practice. Once this is finalised, we will introduce any learning from this into the practice as a whole. We are currently trialling 48 hour appointments booking as part of this work.

GP Continuity

There were considerably less comments relating to the lack of GP continuity in this year's survey which is excellent news. This was felt to be due to the regular presence of a lead GP for both practices and the highly respected regular, long term locums that are being used. This is certainly a positive step forward.

Car Parking

Some patients remain upset that the car parking facility has been reduced to allowing only those patients with disability badges and those being dropped off to park on-site. Unfortunately there is no extra land available in close proximity to the practice which can be purchased and used as additional parking. Also staff car parking is still necessary.

5. PPG Action Plan 2018/2019

The following actions have been identified after reviewing the annual survey results which will be taken into the work the PPG undertaken throughout 2018/2019:-

	Action	Comments	Expected Outcome
1.	Access to Appointments	Ensure Care Navigation training is kept up-to-date and all new staff are trained. Ensure online registration is promoted as part of the patient registration process. Introduce the findings following the trial of 48 hour appointment booking.	Improved access to clinicians.
2.	Telephone lines	Ensure working efficiently and queuing patients wherever possible.	Patient satisfaction.

6. Moving Forward into 2018/2019

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 2018/2019 will be undertaken towards the end of 2018 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.