



Bringing the community into the practice

Patient Participation Group (PPG) Annual Report 1st April 2023 – 31st March 2024

1. Profile of Members

The group was initially formed in 2011 and has continued to meet on a quarterly basis since that time.

Membership as of 31st March 2024 remains at 8 members, 50% female and 50% male representation. Some of our members have chronic diseases (or care for someone who does) and use our services regularly. This enables the practice 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 most of the practice population. The practice has a very small population from other ethnic groups.

The practice list size as of 31st March 2024 was 8042, which was an increase of 169 patients when compared to 31st March 2023.

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.

Mrs Beverley Liu remained as the PPG Chairperson throughout the year.

The Secretary/Minute Taker position continues to be filled by the Practice Manager.

We ended the year with all 8 active group members some members being more active than others. However, the practice feels privileged to have such a supportive patient group who are committed to seeing improvements at the practice and who have continually supported us throughout this year.

Patients are informed of future meetings as these are displayed within the practice waiting room.

3. Meetings

All meetings were face to face meeting and were held at the Lyme Valley Practice site.

During 2023/2024 the following meetings were held:-

- 13th April 2023 at 11 am
- 20th July 2023 at 11 am
- 19th October 2023 at 11 am
- 18th January 2024 at 11 am

All meetings are held on a Thursday at 11 am as this is a good time for all members and ensures maximum attendance.

Minutes of all meetings are available in hard copy from the practice as well as electronically on the practice website.

4. Practice PPG Survey

4.1 Design and organisation

The practice remains committed to undertaking an annual **Practice PPG Survey** and this year it was decided that we would move to an electronic survey through Microsoft Forms. All patients were sent a text link to the survey with a message asking them to complete this.

Our survey was rolled out from August 2023 after being discussed at the July 2023 meeting. Results were collated from February 2024.

The PPG members were instrumental in: -

- Agreeing the format of the survey
- Designing the survey and questions to be addressed

The survey this year focused on the following questions: -

1. *How would you describe your OVERALL satisfaction with the Quality of the Service you have received in comparison to last year?*
2. *How satisfied are you with the Appointment System - Ease of booking an appointment ON THE DAY with any clinician?*
3. *How satisfied are you with the Appointment System - Ease of booking an appointment IN ADVANCE with any clinician?*
4. *How satisfied are you with the Appointment System - Ease of CANCELLING an appointment?*
5. *How do you NORMALLY book your appointments to see a clinician at the practice?*
6. *If you order a regular repeat prescription, please tell us your preferred means of requesting this from us.*
7. *If you use the Electronic Prescription Service (EPS) to order repeat medication, please score your level of SATISFACTION with the facility.*
8. *Please score your SATISFACTION with use of the Online-Consult facility through the practice's website.*
9. *In general, how satisfied are you with the care you receive at the Practice?*

4.2 PPG Survey Results

We received an outstanding response to our survey with **485 responses** being received. This represented approximately 7.4% of the practice's adult registered patients (6566). The improvement in response rates was thought to be due to patients being able to complete this electronically using their own electronic devices at home.

A summary of the responses received is detailed in Appendix One.

What is very encouraging is that the practice received a 4.12-star rating (out of 5) when asked how satisfied they were with the care they received at the practice.

5. Other feedback received

In addition to the annual PPG survey the practice also uses **NHS England's Friends and Family** tests to collate patient feedback. The PPG have sight of all results received as these are tabled at each meeting and review is undertaken to identify any trends.

The Practice Manager has confirmed that she has sight of all **formal complaints** and there have been 8 formal complaints this year.

After full clinical and managerial review, 5 complaints were not upheld, 2 were partially upheld and only 1 was felt to be upheld in its entirety, this related to an error on booking an off-site appointment with the Enhanced Access service. The two partially upheld complaints related to the same member of staff and their communication style.

After reviewing all avenues of patient feedback, the PPG members and practice management agreed that no trends have been identified.

6.PPG Newsletter

The PPG Chairperson continues to develop an informative PPG Newsletter for patients throughout this year. This was published bimonthly and contained useful NHS and chronic condition articles as well as news relating to the practice and its staff. At the time of publishing this report the twelfth edition is being finalised. Electronic and paper versions are available so that they are accessible to all patients. All have been well received by the patients and staff.

7.Moving Forward into 2024/2025

The group members were asked if they feel an action plan needs to be developed for this year.

Their views, particularly related to the results of the PPG patient survey and other patient feedback were that:-

Number	Action	Timescale
1	Online Services Work with the practice to raise awareness of, and actively promote online E-consultation services.	July 2024
2	Work with the practice to raise awareness of the online appointment booking facility utilising 'self-book'.	July 2024
3	Practice Development Undertake a feedback exercise to establish how the new telephone system is working from a patient point of view, after installation.	October 2024

4	Education/Awareness Continue to develop, and circulate to patients, the bimonthly newsletter to be both educational and informative.	Ongoing
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The Practice will continue to implement recommendations in accordance with government guidelines as well as making practical improvements to the practice which will benefit all patients.

In addition to this the Practice Manager remains committed to discussing with PPG members NHS priorities and initiative to ensure that the impact on the patient population is always considered as a top priority.

8. 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.