



Bringing the community into the practice

Patient Participation Group (PPG) Annual Report

1st April 2020 – 31st March 2021

1. Profile of Members

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

Due to 2020-21 being an unprecedented year with the Coronavirus (covid-19) Pandemic, face to face group meetings were not held this year, instead those members that could use electronic means met virtually via the Zoom platform.

The group is currently made up of 8 patient members, 38% female and 62% male representation. Our members are primarily over 60 years of age with the exception of the chair, some of whom have chronic diseases and use our services regularly which 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 the largest majority of the practice population. The practice has a very small population from other ethnic groups.

The practice list size as of 1st April 2020 was 7928.

2. Patient Representation of its Registered Patients

The virtual meetings were chaired by the Practice Manager who used these to update those in attendance with any urgent coronavirus news and how this may/may not be affecting the patients and practice staff. It is safe to say that 'normal' PPG business was not carried out during 2020 and the early part of 2021 although minutes of the meeting were still taken and circulated.

Members that attended the virtual groups found them to be informative and useful at a time when there was immense pressure on NHS organisations bringing uncertainty regarding access to NHS services.

3. Meetings

During 2020/2021 the following meetings were held:-

9th April 2020 meeting – Cancelled due to pandemic
Tuesday, 25th August 2020 – Zoom meeting at 2pm
Tuesday, 20th October 2020 – Zoom meeting at 2pm
Tuesday, 7th January 2021 – Zoom meeting at 10am
Thursday, 11th March 2021 – Zoom meeting at 9 am

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 it was decided that this would gather views on how well the practice had reacted to the ever changing environment that we found ourselves in with the national pandemic. This survey was rolled out in February 2021 after being approved at the January 2021 meeting.

The PPG members were instrumental in:-

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

4.2 Survey Results

Unfortunately due to limited numbers of patients coming into the practice, there have been very few surveys returned at the time of preparing this report. Lack of responses is believed to mainly be due to less face to face appointments which meant that patients were not coming into the practice and secondly, when they did attend, there was a reluctance to touch pieces of paper due to infection risk. These are clearly all understandable issues and the practice needs to maintain a level of flexibility with regards to its survey for this year.

In addition to the PPG survey the practice also uses NHS England's Friends and Family tests to collate patient feedback. Unfortunately during the pandemic NHS England suspended use of these 'tests'.

Once 'business as normal' is resumed and face to face appointments resume it is anticipated that patient views will start to be collated more consistently. It has, therefore, been decided that the PPG survey will be rolled into the 2021/22 year to ensure meaningful feedback can be obtained. The practice is also expecting that NHS England will reinstate Friends and Family tests in the near future.

The Practice Manager has confirmed that she has sight of all formal complaints and there have been very few complaints and no trends identified.

In light of the above no formal PPG action plan has been developed this year.

5. Moving Forward into 2020/2021

The Practice will continue to implement recommendations in accordance with government guidelines.

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

6. 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.