



Bringing the community into the practice

Patient Participation Group (PPG) Annual Report

1st April 2021 – 31st March 2022

1. Profile of Members

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

Due the reporting period the practice continued to face the challenges associated with the Coronavirus (covid-19) Pandemic and time pressures associated with roll-out of the vaccination programme and staffing difficulties due to Covid-19 related absences. Meetings were not held as regularly due to these pressures.

This year's PPG started with 8 patient members, 38% female and 62% male representation. Some of our members have chronic diseases (or care for someone who does) 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 2021 was 7794, which was a decrease of 137 patients within the year.

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.

The PPG Chairman, Mr Ross-Osborne unfortunately took the decision to resign during this year due to other commitments, however, after advertising the voluntary position within the practice, a new chair, Mrs Beverley Liu was appointed and chaired her first meeting in February 2022.

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

We ended the year with all 8 active group members. 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

Meetings which were held were used to update those in attendance with any urgent coronavirus news and how this may/may not be affecting the patients and practice staff. Formal face to face meetings were re-started again in September 2021 when regular agenda items were again tabled for discussion.

During 2021/2022 the following meetings were held:-

- 3rd June 2021 at 2pm (Virtual Zoom meeting)
- 15th September 2021 at 10 am (Face to Face meeting)
- 21st March 2021 at 11 am (Face to Face meeting)

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 and was kept in place for the whole year, results being collated in February 2022.

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 there have been very few surveys returned at the time of preparing this report; in total only 13 responses. 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/pens due to infection risk. These are clearly all understandable issues and the practice needs to maintain a level of flexibility with regards to this year's survey.

In addition to the PPG survey the practice also uses NHS England's Friends and Family tests to collate patient feedback. After initially being suspended due to the pandemic by NHS England, these 'tests' were recommenced in July 2021 and monthly results started to be collated again. The PPG have sight of these results as they are always tabled at each meeting.

As the survey was primarily asking for patient's views with regards to the practice's response to the coronavirus pandemic, there were no ongoing actions to be documented. All responses were very positive as are the ongoing Friends and Family test results.

The Practice Manager has confirmed that she has sight of all formal complaints and there have been 3 formal complaints this year summarised as follows:-

- One patient unhappy to wear a facial covering.
- One patient unhappy with reception team.
- One patient unhappy that antibiotics were prescribed when she believed she had an allergy to them.

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

Their views were that modernising the annual patient survey for this year seemed a sensible approach to maximise the feedback received from patients. This will be logged as an action moving forward.

5. Moving Forward into 2022/2023

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.

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.