



Bringing the community into the practice

Patient Participation Group (PPG) Annual Report 1st April 2022 – 31st March 2023

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 2023 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 the largest majority of the practice population. The practice has a very small population from other ethnic groups.

The practice list size as of 31st March 2023 was 7873, which was an increase of 56 patients when compared to 1st April 2022.

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 Chair Person 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. 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

As business returned to normal following the Covid-19 pandemic, all meetings this year were face to face meeting and were held at the Lyme Valley Practice site.

During 2022/2023 the following meetings were held:-

- Tuesday 3rd May 2022 at 11 am
- Tuesday 9th August 2022 at 11 am
- Tuesday 22nd November 2022 at 11 am
- Wednesday 15th February 2023 at 10 am

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 this would gather views on quality of service as well as access to health records. This survey was rolled out during January and February 2023 after being discussed at the November 2022 meeting. Results were collated in February 2022.

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 5 questions:-

1. If you have contacted the practice within the last 12 months, were the receptionists helpful when you spoke to them?
2. If you had an appointment with a clinician in the last 12 months, were your needs met during your appointment?
3. What more could the practice have done at this appointment to improve the outcome?
4. Do you have online access to your health record?
5. How was your overall experience of your interactions with the practice this year?

4.2 PPG Survey Results

50 responses were received.

Question 1 – 98% positive responses

Question 2 – 90% positive responses

Question 3 – the majority of the comment received were positive and complimentary to staff. A full summary of all comments received is available for review if required.

Question 4 – 62% of patient already had online access to their health record with a further 20% being aware of the facility but not wishing to access their online records. 18% were unaware that this facility was available.

Question 5 – 94% were very satisfied or satisfied with their overall experience with the remaining 6% stating that they were neither satisfied nor dissatisfied.

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 2 formal complaints this year (1/4/22-31/3/23) summarised as follows:-

- Patient unhappy that was unable to obtain pain medication.
- Patient unhappy with clinical diagnosis.

After review of all avenues of patient feedback it was agreed that no trends have been identified.

6. PPG Newsletter

This year our Chairperson worked alongside the Practice Manager to develop our first PPG Newsletter for patients. This is a bimonthly publication and presents 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 sixth edition is being finalised. All have been well received by the patients and staff.

7. Moving Forward into 2023/2024

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

Their views were that:-

Number	Action	Timescale
1	Modernising the annual patient survey into an electronic format to maximise responses and feedback received from patient/carers.	June 2023
2	Continue to actively publicise the PPG to maintain membership numbers.	Ongoing
3	Look into supporting a health promotion event either arranged through the practice or collectively within the Primary Care Network.	December 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.