



Bringing the community into the practice

Patient Participation Group (PPG) Annual Report

1st April 2019 – 31st March 2020

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 meetings were chaired on two occasions by the Chairman, Mr Ross-Osborne and in his absence the Practice Manager. The Secretary/Minute Taker position is filled by the Practice Manager who was in attendance at all meetings this year.

The group is currently made up of 44% female and 56% 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 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 practice population as a whole. The practice has a very small population from other ethnic groups.

The practice list size as of 1st April 2019 was 8025.

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.

Unfortunately one members of the group resigned during the year and they were thanked for their support and commitment to the practice. We also had one new member join the group. We ended the year with 9 active group members. 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 2019/2020 the following meetings were held:-

- Thursday, 25th April 2019 at 2.00 pm
- Thursday, 4th July 2019 at 2.00 pm
- Thursday, 10th October 2019 at 10.30 am
- Thursday, 9th January 2020 at 10.30 am

It was decided by the group that Thursday's should be the new day for meetings to maintain attendance.

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 it was undertaken between January-February 2020. 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.

The PPG members were instrumental in:-

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

The practice took on the responsibility of encouraging patients to complete the survey by placing this in the waiting room (on chairs) so that it was easily accessible to patients who were waiting for appointments.

4.2 Survey Results

This year 74 surveys were completed this year. This was an increase from last year (42:74). In addition to the formal PPG survey the practice continues to review the results of the Friends and Family tests which are sent out via SMS message to patients who attend for appointments. 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 through various means.

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 2019/2020 can be summarised as follows:-

Access to Appointments

Access to appointments continues to be a concern for some patients which follows the national trend relating to access to GP services. The practice employs a diverse cross-section of clinical staff including an Advanced Nurse Practitioner, Practice Pharmacist, Elderly Care Facilitator, Practice Nurses and Health Care Workers, all offering a diverse range of services. This year the practice also joined the Central Newcastle Primary Care Network and through this network a new Practice Pharmacist was appointed. This new member of staff offers 15 hours support to Lyme Valley Practice to primarily undertake medication reviews. Unfortunately the practice Elderly Care Facilitator left to pursue a new position in September 2019 and a new member of staff should be appointed in early April 2020 to undertake the elderly care reviews.

The practice continues to use the extended access service established within the Locality where patients are usually seen at the Bradwell site, in the evenings and at weekends.

Two mornings per week, working patients also have access to pre-bookable appointments between 7.30 – 8.00 am with our experienced Advanced Nurse Practitioner so that these patients can easily access primary care services outside of their working hours. These appointments are strictly monitored to ensure they are reserved for working patients. The surgery continues to hold late night clinics on a Wednesday evening up until 8.00 pm.

The practice will continue to try and limit appointments to those patients who frequently and unnecessarily attending the practice by promoting self-care awareness. Patients will also be care navigated to other services such as pharmacists when their clinical condition does not necessarily warrant an acute GP appointment.

The receptionists are also routinely monitored on the length of time it takes them to answer the telephones. Additionally patients are asked to telephone for results and with general queries outside of the busy times i.e.

8.00 – 11.00 am. No prescription requests are taken over the telephone unless, due to disability, the patient is unable to request their medication by the usual means.

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 have no alternative but to dial through. Booking of on-line appointments is restricted to one per patient to prevent forward booking by way of an 'insurance' policy. Patients are actively encouraged to utilise the online facilities so that they can order medication, book appointments and review their medical record queries remotely rather than asking staff at the surgery to do so.

We continue to give patients access to pre-bookable appointments as well as 48 hour appointments booking but still limit the amount of pre-bookable appointments available within the clinical rota as these appointments have high 'did not attend' rates.

5. PPG Action Plan 2020/2021

It is usual practice for the PPG to confirm their action plan for the following year at their meeting usually held annually in April. Unfortunately due to the coronavirus (Covid-19) outbreak we are unable to meet in April 2020 and we are unable to organise a virtual/skye meetings. Actions will, therefore, be confirmed as soon as a meeting is held and these actions can be discussed and agreed by the whole group.

6. Moving Forward into 2020/2021

It is not felt that any significant change is required to the organisation 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 and the group will continue to focus on any work necessary to help improve the facilities within the practice and access to services.

The next annual survey for 2020/2021 will be undertaken towards the end of March 2021 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.