**This report summarises the development and outcomes of The Cottons Medical Centre Patients Participation Group (PPG) in 2021-2022**

It contains:

* Profile of practice population and profile of PPG;
* Summary and progress during 2021-2022

 **PPG Composition**

The Practice list comprises of 10239 patients of which 4994 are male, 5245 are female.

There are no high levels of ethnic minorities or unemployment in the local area. The Practice looks after 9 residential care homes, which is a very high figure for the local area.

The PPG was formed in 2012 and the membership has risen from 109 members last year to 131 members this year. There are 85 female and 46 male members, all registered patients at the Practice, they have age range from 21 to over 85 years old. On average we get between 6 &12 members attending meetings.

Membership is open to all patients who can participate in two ways;

As an **active** member - these are patients who may attend some meetings and help out at fund raising activities, such as flu clinics.

As a **virtual** member, who receive emails and are occasionally asked their opinion on various topics.

 **PPG and progress achieved during 2021/2022**

Details are given below showing how our Practice and the PPG have worked together during 2021/2022 to address issues.

In 2021 the PPG appointed 'Officers'.

Chair Helen Boto

Vice Chair John Fryatt

Secretary Janet Harper

Treasurer Jenny Randall

Three officers are signatories on the bank account and two of the three must sign cheques etc.

All officers can be contacted via ppgcottons@gmail.com

The Chair and Practice Manager would like to thank the officers for their involvement and hard work with the PPG throughout the last year.

Newsletters and Editorials:

Many thanks to John Fryatt who has produced the PPG newsletters.

Only one Newsletter has been produced this year due to the ongoing Covid situation and various things going on at the surgery, but this gave interesting information to our patients, also informed them about surgery related details. This newsletter was emailed out to our members also to patients who have signed up to receive them from the surgery.

Fund Raising:

Due to the Covid pandemic, no fund raising was done.

Flu Clinics:

Due to the ongoing Covid situation no raffles were held, the clinics were held by appointment only and were very successfully run by the surgery.

General:

Unfortunately, we have only had one meeting this year, this was due to Covid and also a change in the systems at the surgery, this is now up and running and we hope to resume normal meetings in November.

John Fryatt and Janet Harper are both delegates on behalf of The Cottons, they attend ENLPEG (East Northants Locality Patient Engagement Group) meetings, but this has now been renamed ENPA (East Northants PPG Association).

Finally:

We would like to thank our Practice Manager, Sam Adams, who has attended our meetings and updated us on all aspects of the surgery life during this very difficult time.

Many thanks go to all the staff at The Cottons for their continued dedication to us the patients, it’s a difficult job they all do, along with staff shortages, illness etc, we are very grateful.

Finally, a big thank you to all the PPG members for their support over the last year.

Opening hours and patients’ access:

The Practice is open 8am-13.00 and 14.00-6.30pm Monday - Friday excluding public holidays, for more details please see The Cottons Website.

During these times patients can access appointments by telephone, the phone lines are closed between 12.30 and 1.30 each day.

Patients can also access our Practice website from home at any time, they can register with Systmonline to book Doctors’ appointments, view test results, request repeat prescriptions and also in some cases see medical records, but to use this facility they must first register with reception, a doctor needs to authorise the application. Patients can also use the website, fax or post or come in person to request repeat prescriptions however, it should be noted that these prescription requests are only processed during the opening hours specified.

This report will be published on the Cottons Medical Centre website.