

This report summarises the development and outcomes of The Cottons Medical Centre Patients Participation Group (PPG) in 2020 - 2021

It contains:

- Profile of practice population and profile of PPG;
- Summary and progress during 2020/2021

PPG Composition

The Practice list comprises of 10187 patients of which 5008 are male, 5179 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 132 members this year. There are 88 female and 44 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 2020/2021

Details are given below showing how our Practice and the PPG have worked together during 2020/2021 to address issues.

In 2020 the PPG appointed 'Officers'.

<u>Chair</u>	Helen Boto
<u>Vice Chair</u>	John Fryatt
<u>Secretary</u>	Janet Harper
<u>Treasurer</u>	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 editorials for the Raunds Roundup and the PPG newsletters.

Two Newsletters have been produced, giving interesting information to our patients, also informing them about surgery related details. These newsletters are 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 pandemic no raffles were held, the clinics were held by appointment only and were very successfully run by the surgery.

Surgery Extension:

The surgery extension has now been completed and various paintings and photos have been put up on the corridor walls, these have been loaned to the surgery by patients and we thank them for this. Unfortunately, because the surgery has been very restricted to patients attending in person, this hasn't been seen by many of us, hopefully this will change soon.

General:

The surgery had a follow-up CQC inspection in December, we are very pleased to say that the overall rating is 'Good'.

John Fryatt, usually attends ENLPEG (East Northants Locality Patient Engagement Group) meetings where he gives a report from our PPG and hears other reports from local surgeries, these have not taken place during the last year.

Finally:

Very many thanks to our Practice Manager, Sam Adams, who has attended our 'Zoom' 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 - 6.30pm Monday - Friday excluding public holidays.

Extended hours appointments are available from 6.30 - 7.30pm every other Thursday evening. During these times patients can access appointments by calling into the Practice or 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 Patient Access 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.

