**This report summarises the development and outcomes of The Cottons Medical Centre Patients Participation Group (PPG) in 2019/2020**

It contains:

* Profile of practice population and profile of PPG;
* Summary and progress during 2019/2020

**PPG Composition**

The Practice list comprises of 10044patients of which 4942 are male, 5102 are female.

There are no high levels of ethnic minorities or unemployment in the local area. The Practice looks after 8 residential care homes, which is a very high figure for the local area.

The PPG was formed in 2012 and the membership has risen from109members last year to 137 members this year. There are86 female and 51 malemembers, 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 2019/2020**

Details are given below showing how our Practice and the PPG have worked together during 2019/2020to address issues.

In 2019 the PPG appointed 'Officers'.

ChairHelen Boto

Vice Chair John Fryatt

Secretary Janet Harper

Treasurer Helen Boto

All 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, Hargrave Herald and the PPG newsletters.

Four 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:

We held raffles this year at the two Flu clinics, the first on 28/10/2019 which raised £223.70 the second on 02/11/2019 which raised £113.30, this raised £337 in total. This amount has been placed in the bank account to be spent at a future date after the extension has been completed.

Flu Clinics:

Raffles were held at both Flu clinics, the first clinic was for the over 65’s, the second for anyone else who qualified for the vaccine.

Both were well attended and, as in previous years, patients were very generous in purchasing raffle tickets. People were very generous with gifts, which were collected at the surgery and also Janet Harper got in touch with local radio to advertise the clinics and ask for gifts, we consequently ended up with quite a few. The officers would like to thank all who provided these gifts, we would also like to thank all who helped on both the days, selling tickets, talking to patients, completing questionnaires and finally distributing the prizes to the winners.

We had a short questionnaire which we asked patients to complete, this will be covered later in this report.

Surgery Extension:

The surgery extension is hopefully starting very soon to be completed by late summer. Funding has now been successfully granted and tenders have been put out for the work. When this starts there will be a certain amount of disruption and we ask for understanding during this time, it will be worth it in the end.

Questionnaire:

At the Flu clinics we did at short questionnaire asking six questions, two about Patient Access, two about Doctorlink, one about The Hub and finally one about Online Consultations. 106 forms were completed, Janet and Barrie Harper very kindly collated and summarised the results which were as follows:

Patient Access: 84% were aware of it and of those 62% used it.

Doctorlink: 61% had heard of it and of those 50% had signed up for it.

The Hub – GP Extended Access: only 32% were aware of it.

On Line Consultations: 61% were in favour of it.

The surgery has put in place an action plan to encourage patients to sign up for Patient Access and Doctorlink, the Care navigators are also directing patients to ‘The Hub’ for appointments and online consultations are waiting for finance from the CCG.

The PPG will also promote all the above in their Newsletters.

General:

John Fryatt has attended ENLPEG (East Northants Locality Patient Engagement Group) meetings, these meetings are held periodically and he gives a report from our PPG. The meetings are open to all who live in the locality and include talks on various subjects plus reports from other surgeries.

The surgery had a CQC inspection in December, Janet and I met with the inspectors and felt it had all gone well, unfortunately there were two areas where the Practice was classed as falling short and that resulted in an ‘Inadequate’ rating, there will be another inspection in six months, when hopefully it will be back to ‘Good’.

Finally:

Very many thanks to our Practice Manager, Julian Crowe, for his enthusiasm and openness. He has given us regular updates at our meetings, keeping us informed of all aspects of surgery life and has listened and encouraged the PPG to work alongside him. Julian resigned in December as Practice Manager but will remain at the surgery for another year in the role of Finance advisor, overseeing the finances of the practice and the extension. We wish him all the best in this new role and thank him again for all his support over the last few years. We look forward to working with the new Practice Manager, Sam Adams,who joined in March 2020.

Many thanks goto 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, but we are very grateful.

Finally, a big thank you to all the PPG members for their support and help 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 prescriptionshowever, 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.