**This report summarises the development and outcomes of The Cottons Medical Centre Patients Participation Group (PPG) in 2022-2023**

It contains:

* Profile of practice population and profile of PPG;
* Summary and progress during 2022-2023.

 **PPG Composition**

The Practice list comprises 9933 patients, of which 4871 are male, 5062 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 a local area.

The PPG was formed in 2012 and the membership has dropped from 131 members last year, to 129 members this year. There are 84 female and 45 male members, all registered as patients at the Practice. They have age range from 21 to over 85 years . 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 2022/2023**

Details are given below, showing how our Practice and the PPG have worked together during 2022/2023 to address issues.

In 2023 the PPG appointed the following 'Officers'.

Chair Helen Boto

Vice Chair John Fryatt

Secretary Janet Harper

Treasurer Jenny Randall

All officers can be contacted by email at 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:

Due to unforeseen circumstances, no newsletters have been produced in the past year, but it is hoped to get one out in the foreseeable future. When this has been produced it will be sent/emailed out to all members.

Fund Raising:

No fund raising has been undertaken in the past year. The bank account was closed and £400 was given to the surgery who bought a new upright chair for the waiting room, the balance is kept by the treasurer.

Flu Clinics:

The flu clinics were held again this year mainly on Saturdays. They were booked by appointment only and several members helped at these clinics, directing patients to the relevant clinician.

General:

We are now holding regular meetings at the surgery once a quarter. The Practice Manager attends these meetings and updates us on staffing and the general running of the surgery. He also answers questions and is open to suggestions from the group.

John Fryatt and Janet Harper are both delegates to ENPA (East Northants PPG Association) meetings where they attend on behalf of The Cottons. These meetings are held regularly with other PPG groups in the area.

The surgery is now giving new patients 'joining forms' for the PPG but as yet we have had no forms returned.

Finally:

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

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 and also until 20.00 Wednesday evenings and on Saturday mornings from 8am-12 midday, excluding Public Holidays. For more details please see The Cottons Website. The extended hours are for ‘Hub’ use and appointments need to be booked at reception.

During these times, patients can access appointments by telephone, Doctor appointments need to be made by ringing at either 8am or 1.30pm, 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 In order to use this facility they must first register with reception as a doctor needs to authorise the application. The NHS and Airmid apps are also available to download and these too can be used to order prescriptions, make appointments etc. 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.