

Annual Report 2018 – Patient Participation Group

Chair's Report

Firstly, I would like to officially thank Denny Manning who resigned as chair of the group in January 2018. Denny dedicated a lot of time and effort into the group and was extremely passionate about improving services for all patients at the Manor Practice.

I would also like to officially thank Christine Young who ably assisted Denny in the role of vice-chair and Christine also resigned at the same time. Christine dedicated a lot of time into the group and spent many hours in the practice raising the profile of the PPG. Christine was also successful in recruiting new members to the group.

I would also like to thank Jackie Elwell, Lynne Jackson and Alison Bownass for the time they spent on the PPG but have since resigned.

Unfortunately the sudden resignation of the former chair and former vice-chair placed the PPG in a very difficult position. The group were unaware that the resignations were going to happen. Consequently, no transition planning had taken place. Initially, members of the group took on individual tasks in an effort to keep the group running and in April 2018, I was asked to consider taking on the role of acting chair with Sue Kay as acting vice-chair.

Since this time, the group have reviewed the PPG constitution in an effort to prevent this situation happening again and the revised PPG constitution will be put forward at this meeting for adoption.

The following report is a summary from March 2017 to date.

On May 22 2017 a mental health awareness event was held and the event was a resounding success due to the efforts of the PPG as a team. Six months of planning took place prior to the event and the views of patients were sought to tailor the content to meet patient needs. The PPG received very positive feedback from this event and even got a mention on Twitter!

It was the intention to hold a further mental health awareness event in May 2018, focussing on Alzheimer's and Dementia. Unfortunately this event had to be postponed due to the fact that the PPG did not have a chair. As an interim measure, the PPG decided to prepare/produce a leaflet "Local Information for those with Dementia & their carers" which is available at each site.

In November 2017, the PPG invited two representatives from Carers United, to give a presentation at a PPG meeting. Practice staff members were also invited as they are required to liaise with this group. The presentation was beneficial to all in attendance.

During the last 12-18 months, the PPG have been actively recruiting new members. Coffee mornings have been held and positions have been highlighted on notice boards, newsletters, practice website etc. Attempts have been made during the recruitment process to address the patient demographic. For some time and in the main, the PPG has consisted of retired individuals. I am pleased to report that in recent months, we have managed to recruit younger members.

For some considerable time the PPG have raised concerns about the number of patients who do not attend (DNA) their appointments. Whilst the practice appreciates the patients who make and attend their appointments, the PPG feel that DNA's and the associated costs need to be highlighted. It is hoped this will reduce the number of DNA's. It is never too late to cancel an appointment as the appointment can be offered to another patient. Details of monthly DNA figures and the associated costs can be found on the PPG notice boards.

Another project taken on by the group has been to improve the look of the PPG notice boards, the purpose of which is to raise the profile of the group, aid recruitment and highlight matters of importance.

Since the introduction of the new General Data Protection Regulation (GDPR) in May 2018 it has not been possible for the group to communicate with the virtual PPG. The PPG have sought the support of the practice to re-engage with these patients. The website providers have now put in place a patient registration form so that patients can give their permission for the PPG to contact them for this purpose.

In October 2018, the PPG launched a new look newsletter. It will be available to view on the website and there will be paper copies at both sites for patients who do not have internet access.

At the PPG AGM on 8th November, there will be elections for the posts of Chair and Vice-chair of the group. These officers will remain in post until March 2019 when another AGM will take place. This will reflect the terms of the Constitution. The meeting taking place on 8th November 2018 should have taken place in March 2018.

Following the meeting, the PPG will then be able to discuss what they hope to achieve in 2019. Patients will be able to follow the PPG achievements in the new look PPG newsletter.

Finally, we would like to thank the Practice Team for their efforts in supporting the PPG.