

This report summarises the development and outcomes of The Cottons Medical Centre Patients Participation Group (PPG) in 2023-2024

It contains:

- Profile of practice population and profile of PPG;
- Summary and progress during 2023-2024.

Commented [HB1]:

PPG Composition

The Practice list comprises 9671 patients, of which 4726 are male, 4945 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 increased from 143 members last year, to 146 members this year, 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 2023/2024

Details are given below, showing how our Practice and the PPG have worked together during 2023/2024 to address issues.

In 2024 the PPG appointed the following 'Officers'.

<u>Chair</u>	Helen Boto
<u>Vice Chair</u>	John Fryatt
<u>Secretary</u>	Janet Harper
<u>Treasurer</u>	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:

Two Newsletters were produced in 2024, one in the summer and one in the winter, these were emailed out to all PPG members and also to some patients who signed up to the surgery to receive it. Many thanks go to Janet and Barrie Harper for their hard work producing it. It is hoped to produce one quarterly during 2025.

Fund Raising:

No fund raising has been undertaken in the past year. The bank account was closed two years ago and the small balance is held by the Treasurer for incidental expenses.

Flu Clinics:

The flu clinics were held again this year mainly on a Saturday, a Covid/Flu clinic was also held on one of the Saturdays, although the PPG offered their help, this wasn't taken up.

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. Janet Harper attends the ENPA (East Northants PPG Association) meetings on behalf of The Cottons, these meetings are held regularly with other PPG groups in the area, she then reports back to our meetings.

The surgery is giving new patients 'joining forms' for the PPG when they join our practice, the PPG is also promoted on the TV screen in the waiting room, any completed forms are acknowledged by the secretary when received back at the surgery.

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 following statement is for the years 2023/2024

The Practice is open 8am-6.30pm Monday – Friday and also on Saturday mornings from 8am-12 midday for ‘Hub’ appointments, excluding Public Holidays. For more details please see The Cottons Website. The extended hours (Saturday) 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, post and Anima 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.