

## Report from Chair July 2016- July 2017

The PPG has continued to create an informative link between the Practice and patients on many issues. The establishment of a PPG Board in the waiting room and suggestion box, with responses being posted on the board, offers the opportunity for an exchange of views and increases understanding of both Dr's and patients perspectives. Patients regularly make suggestions as there are facilities to do so, and the PPG and partners agree responses to the suggestions and they are posted onto the board in the waiting room. The group has worked hard to get representatives from different groups of patients and it is hoped to increase numbers once the new computer system is established to identify those groups. We have regular attendance from Carers, the retirees, and there are two Health and Wellbeing Prefects from the local secondary school in the group, who have established a board in the school with medical leaflets and information they feel is of interest to their age group. We still have work to do on this. Regular attendance to the PCG meetings by the Chair and Vice Chair, has facilitated an increase in knowledge of how other PPG's and Practices function and networking of ideas. Astonia House is seen as a very proactive surgery here, responding quickly to local and government initiatives, which is very reassuring for their client base.

The PCG have decided to organise a health event, open to the public, from all the differing Practices, where Clinicians would discuss several common medical conditions to inform people as to preventative measures and managing strategies, the event is due to take place October 2017. This was due to the fact that several PPG's were organising their own small group meetings and it was felt that the health event would be a better use of resources and expertise.

The issue of getting an Outpatients Appointment at the Lister has been discussed at PCG, with Claire Moore General Manager and more recently at the Patient Experience Group, at the Lister Hospital. Advice from the Lister is now on the PPG board for patients, but it is fair to say it is 'work in progress' until there will be an improved service in place. The Lister has improved its telephone response for appointments, and complaints are down, but is aware that there are too many cancellations and are reviewing the use of standardized letters. This has led to the present Chair of the PPG to represent the CCG on the Patient Experience Group at the Lister as well as a Patient Representative on the hospital inspection team. This facilitates being able to provide updates on improvements that are trying to be implemented and areas that they are aware need changing.

The patient survey conducted in June 2016 provided a basis for discussion on issues such as waiting times, access, provision of toys, transport to the Lister, magazines and resulted in the suggestion box being a permanent feature in the waiting room in order to collect ideas year round. There was a great deal of praise for the Practice during the survey especially about getting appointments, the helpful receptionists, and improved telephone service. The PPG are in the process of improving last years survey to be conducted in September 2017.

Tasks for the next year are as follows.

- To increase the number of patients in this practice who receive the PPG information and relevant medical updates.
- To get the medical updates into some form of public news, magazines for the wider public. The Chair is at present communicating with Tesco to try to put NHS poster type information into the magazine and also a local magazine.
- To ensure patients from all sectors of the patient group, are receiving the meeting details and have the opportunity to voice their opinions to the PPG via email.
- To continue reviewing patient suggestions and responding.
- To continue participating with the improvement of Outpatients Provision at the Lister in order to keep the members updated.

Elizabeth Simpson 5-6-2017

