

## **Patient Participation Group Annual General Meeting - 9<sup>th</sup> March 2020**

### **Acting Chair's Report**

It has been another eventful year for the PPG. A new Chair was appointed at the last Annual General Meeting and, unfortunately, had to resign after chairing her first meeting. At this point the Vice-Chair attempted to step up but has found it particularly challenging for a number of reasons. I have attempted to support Sue, in her acting role, and therefore, I have written this report and will be chairing the AGM today.

The group as a whole have had the overwhelming challenge of trying to take on a number of actions, with only fifty percent of the required membership plus trying to support the Practice to face a Care Quality Commission (CQC) Inspection.

The PPG did have plans, particularly to carry out actions from the PPG Patient Survey, but due the Practice being without a Practice Manager for a number of months, this made it impossible to carry them out.

I would like to summarise the work which the PPG have undertaken since the last AGM.

### **PPG Patient Survey Action Plan**

The first point on the Action Plan was to improve communication with patients. This has been addressed by producing the quarterly newsletter and the introduction of the Patient Comment Book. The PPG notice board is also updated regularly.

There were an additional two actions on the plan and they were to 'Review Online Access' and 'Review the Appointment Booking System.' The most recent PPG Survey has just closed so the outstanding actions plus the results of the survey will be reviewed together. A new Action Plan can then be drawn up.

### **Rolling Screen**

The PPG noted that the information on the rolling screen, in the patient's waiting area, needed updating. Marie Collins offered to support the Practice by making the amendments.

### **Patients who do not attend their appointments (DNA's)**

The PPG have expressed concern about the amount of money and Doctors time which is wasted by patients who do not attend their appointments and do not cancel in advance. This appears to be a problem throughout the NHS but, the PPG are keen to reduce the numbers of DNA's at the Practice. To this end, the numbers and costs are displayed on the PPG notice board and are updated at the end of each

month. In January 2020, the monthly poster was updated to make patients aware of the ways in which they could cancel their appointment. We also reminded patients that they could register for the text reminder system. At the end of 2019 an annual summary was produced which is also displayed on the notice boards, to increase patient awareness.

Another concerning aspect of DNA's is the number of patients who are repeat offenders. The PPG have been working collaboratively with the Practice to introduce a system to reduce these numbers. For example, patients who are repeat offenders will not be allowed to book appointments in advance and therefore, will need to use the triage system.

### **Protected Learning Time**

The PPG felt that it was necessary to raise awareness amongst staff, particularly at James Preston, of who the PPG are and the role that they perform within the Practice. A protected learning time session for staff, is held once a month, when the Practice closes on a Thursday afternoon. Two members of the PPG, Tom and Andrew, volunteered to attend one of these sessions to raise awareness.

### **PPG Patient Survey**

A Sub Committee was formed to review the questions in the Survey and make amendments where necessary. A rota was set up for PPG members to come into both sites to engage with patients and encourage them to complete the survey.

### **Care Quality Commission Inspection**

I prepared a report, on behalf of the PPG, to support the Practice with the CQC Inspection. The report covered the improvements which the Practice has made since the last inspection. It also covered the ways in which the PPG have worked with the Practice to implement procedures and increase patient awareness e.g. the importance of medication reviews.

Feedback from Patients was detailed in the report and linked to the areas which were highlighted as 'requiring improvement' at the previous inspection.

Sue, Tom and I took part in the inspection and were questioned by the inspection team.

### **PPG Application Form**

Sue and I have worked together on the redesign of the PPG Application Form. The previous form did not give the appropriate information to aid recruitment. Particular attention was paid to addressing the patient demographic, recruiting members with appropriate skills e.g. IT knowledge and succession planning.

Sue and I are going through the process of meeting with potential members of the group and are keen to fulfil the existing vacancies. We currently have an excess of applicants but will invite them to join the virtual group, if they cannot be offered a place on the face to face group.

### **Health Awareness Event**

The PPG are keen to organise a health awareness event and have a number of ideas regarding subject matter. However, as the membership is currently down to fifty percent, it is difficult to organise with so few members. It will be a priority for the coming year especially as the recruitment of new members is taking place.

### **Patient Comment Book**

During the last year a Patient Comment Book has been introduced at both sites. The book is located adjacent to the PPG notice boards. Any comments which have been posted since the last PPG meeting are noted and discussed at the next meeting. After discussion at the meeting, feedback is displayed on the PPG notice boards. This is a good vehicle for communication with patients.

### **Remote Access to Meetings**

The PPG have been requesting this facility for over two years now. It is important to have this facility for members, who are working and cannot physically get to a meeting but can take part remotely. Younger members have been recruited previously but have had to leave as we were unable to provide this. I am pleased to say that we are in the process of trialling this currently.

As you will appreciate from this report, that although membership has been down, the PPG have still managed to achieve quite a lot during this last year. The PPG would like to thank the Practice Manager, Doctors and staff for their support as always. I would like to personally thank Sue for her efforts to hold the group together over the last ten months. Hopefully, 2020/21 will be a successful year for the Manor Practice.

Jo Twist

Manor Practice PPG