

## **PATIENT PARTICIPATION GROUP (PPG) – REPORT 2014/15**

### **Introduction**

In order to improve its patient services, Trescobeas Surgery decided to establish a Patient Participation Group (PPG). This group would feed back to the Partners areas for improvement from which relative priorities could be established. To encourage participation it was decided that a virtual PPG would be established, with method of communication through e-mails and/or letters.

To establish the PPG the following media was used:

- Advertisements placed on the Surgery notice boards
- A link placed on the Surgery website.
- Targetted letters sent to registered patients.

This latter media enabled the Surgery to target specific age, sex and ethnic backgrounds therefore ensuring a true and accurate representation.

The PPG have now been established for 3 years and meet every 3 months.

The group has gone from strength to strength and now has a regular quorum of 10-12 members and an active sub working group that meets independently (normally at members houses) to review and progress with various projects. So far the group have worked upon and produced an approved PPG constitution and a comprehensive End of Life report for the KCCG.

### **Findings**

The PPG currently has 12 members.

These divide into:

#### **Sex**

Male: 4

Female: 10

#### **Age Group:**

|          |   |
|----------|---|
| Under 16 | 1 |
| 17 – 24  | 2 |
| 25 – 34  | 1 |
| 35 – 44  | 0 |
| 45 – 54  | 1 |
| 55 – 64  | 2 |
| 65 – 74  | 3 |
| 75 – 84  | 3 |
| Over 84  | 1 |

#### **Nationality:**

|               |    |
|---------------|----|
| British Group | 14 |
| Other         | 0  |

#### **Surgery use:**

|               |   |
|---------------|---|
| Rarely        | 2 |
| Occasionally: | 1 |

The PPG has 1 registered Disabled, and 1 registered Learning Difficulties patients.

### **RECRUITING NEW MEMBERS**

To be successful any Patient Group needs to be always actively recruiting. We have advertised on the surgery website, newsletter, TR11 magazine , through posters in the waiting room and by canvassing patients in the annual flu clinics. This has brought in several new members. Additional “word of mouth” and existing members bringing in friends and family has proven a good source of new members. To maximise attendance we now run the FOT and PPG sequentially; in effect 2 separate meetings with overlapping agendas but with most of the same people.

One perennial problem area is recruiting younger members. This year we have had greater success and now have 3 young people attending most meetings.

Additional, a real achievement is to invite Su Ormerod from Cornwall Council to attend a meeting and assist in the surgery upgrading to become a Level 2 EEFO (Young Persons) centre.

### **2014/15 PRIORITIES**

The following has been the PPGs priorities

#### **Waiting Room and the patient experience**

**Patient involvement and collecting views– News letters / Friends of Trescobeas/ Surgery Survey/Friends and Family Test**

**Producing a constitution and enrolling with NAPP**

**Being an active member of the CCC PPG chairs meeting and influencing KCCG commissioning**

#### **Waiting Room**

The following changes have been made to the Surgery waiting room from suggestions made by the PPG:

Surgery opens 5 minutes earlier (0755) to allow patients with an 0800 appointment to arrive in good time and not have to wait outside.

Prescription counterfoil box has been lowered to assist disabled or shorter people

A bell has been placed on the reception front desk to alert the receptionists (should they not be sat at front desk) to a patient needing assistance.

With the aid of money raised by the Friends of Trescobeas:

- A new air curtain has been installed to make access easier for disabled, children or elderly
- A new water cooler has been installed
- New waiting room blinds have been fitted.
- Several chairs have been replaced.

### **Patient involvement and collecting views– News letters / Friends of Trescobeas/ Surgery Survey/Friends and Family Test**

The PPG members have been actively involved in collecting and collating the views of our patients. Despite it no longer being a contractual requirement, the surgery still decided to run a surgery survey. The PPG helped construct the questions, attended flu clinics to get patients to fill the questionnaires out and finally collated all 175 results.

The PPG are now actively involved in collating the Friends and Family test.

PPG were also very active in populating the NHS Choices feedback and RCGP Back Your GP campaign.

### **Producing a constitution and enrolling with NAPP**

As the PPG has developed and welcomed new members, it has become increasingly important to develop a good constitution and ways of working. Using templates from other surgeries, advice from NAPP and one member attending a Patients Association workshop,, a number of members formed a working group and produced a draft constitution for Trescobeas PPG. This constitution has subsequently been approved.

Similarly Trescobeas PPG is now a member of NAPP.

### **Being an active member of the CCC PPG chairs meeting and influencing KCCG commissioning**

2 members of Trescobeas PPG have been regular attenders at CCC PPG Chairs meetings and have actively contributed.

Since the group were given the task of researching End of Life Care the PPG have again formed a sub group to look into this area. They have subsequently produced a comprehensive report that has gone forward to both the CCC and CCC PPG Chairs meetings.

### **PPG members attendance at external events**

PPG Members attended the following events:

NHS Fall to Green Week – Falmouth Community Hospital

Healthwatch local event – As part of research into EOL

### **Establishing an Action Plan**

The Action plan for 2015/16 is:

- 1. Continue to establish ways of working**
- 2. Support the surgery in gathering patients views - Collate Friends and Family test**
- 3. Lead on the CCC End of Life project**

### **SUMMARY**

It has been another challenging yet successful year for the PPG. This year involvement by the patients has been good with attendance at the meetings. The group are making a real difference to the surgery. Furthermore we have seen the involvement of our patient group members in external events such as clinical commissioning and Fall to Green.

YI O'Nyons  
Practice Manager

Annexes:

- A. 2014 Survey results
- B. Minutes of the 5<sup>th</sup> PPG meeting – 25/06/2014
- C. Minutes of the 6<sup>th</sup> meeting – 04/09/2014
- D. Minutes of the 7<sup>rd</sup> PPG meeting – 29/10/2014
- E. Minutes of the 8<sup>th</sup> PPG meeting – 28/01/2015
- F. CCC End of Life Project report