

PATIENT PARTICIPATION GROUP (PPG) – REPORT 2015/16

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 4 years and meets every 3 months. It has an approved constitution and established ways of working. A Partner is now always in attendance.

The group now has a regular quorum of 9-11 members. The chairman is also a regular attender and contributor at the Carrick CCG PPG Chairs meetings.

The PPG is a member of NAPP.

Findings

The PPG currently has 12 members.

These divide into:

Sex

Male: 4

Female: 8

Age Group:

Under 16	0
17 – 24	1
25 – 34	1
35 – 44	0
45 – 54	1
55 – 64	3
65 – 74	4
75 – 84	1
Over 84	0

Nationality:

British Group	12
Other	0

Surgery use:

Rarely	2
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Occasionally: 1
Regularly 8

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.

One perennial problem area is recruiting younger members. This year we have struggled to recruit after 1 member left to join the Royal Navy and now have 1 young person attending most meetings.

Additional, a real achievement is to have Megan Betts from Plymouth University to join the group and attend our meetings. Megan, is a student nurse (now 3rd year) involved in Wider Patient Engagement project and has been instrumental in improving our Young Persons services.

2015/16 PRIORITIES

The following has been the PPGs priorities

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

Improving Young Persons Services

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

“Small Wins” – Good ideas to improve the surgery

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.

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

The PPG approved and endorsed the Health Watch survey into GPO bookings.

Megan in her PPG role set up the surgery Twitter feed and updated our facebook account.

Improving Young Persons Services

Through the PPG Trescobeas Surgery is now Level 2 Kernow Savvy accredited.

The Surgery has advertised its Young persons services in TR11 magazine.

An inter-professional working meeting has been held with GPs, Nurses and Receptionists on Young Persons services.

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

The Chair, Mr Mike Burden regular attends CCC PPG Chairs meetings and has actively contributed.

“Small Wins” – Good Idea to improve the surgery

Dr Clive Buxton re-wrote the Diabetic recall letter to make it more patient friendly.

Mrs Sue Hughes raised a concern over not being able to book Nurse appointments more than a month ahead. This has been rectified and appointments are now bookable 3 months ahead.

Mrs Sue Hughes also highlighted a concern raised by a patient over not being able to get a flu vaccination. Much discussion and surgery agreed to be more forthcoming in their advice.

Mylor Appointment system was discussed and the chair highlighted the concern of the residents.

Mr Peter Kendall has led on the application to allow Mylor surgery to dispense to Flushing patients.

Establishing an Action Plan

The Action plan for 2015/16 is:

- 1. Continue work with Young People. Recruit more young people.**
- 2. Support the surgery in gathering patients views - Collate Friends and Family test**
- 3. Review both Flushing and Mylor branch Surgeries**

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.

YI O'Nyons
Practice Manager

Annexes:

- A. Health Watch Survey
- B. Minutes of the 8th PPG meeting – 22/04/2015

- C. Minutes of the 9th PPG meeting – 22/10/2015
- D. Minutes of the 10th PPG meeting – 21/01/2016
- E. Young Persons Poster