

# Annual PPG Report March 2014

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**Profile** The group contacts list currently consists of 13 persons. However, two of these resigned in 2013, and one has changed to another medical practice. The number of regular attendees at meetings since the end of 2013 is seven. Others on the list should be approached to ascertain if they wish to continue to receive PPG mailings.

Of the seven regular attendees, five are female and two male. Five (though not all the same five) are retired. The group is trying to make the composition of the PPG more representative of the patient body as a whole. We have begun alternating monthly meetings between evening and afternoon meetings, and different days of the week. A flier publicising the PPG was sent out in routine mailings from the practice. Members of the PPG have begun to undertake regular patient surveys in the surgery during opening times.

**Patient Survey** In March 2013 the PPG carried out an annual patient survey, which was handed out to patients by reception staff. (A similar survey had been carried out in 2012). Results were collated, with lists of both negative and positive comments, and made available to the group for discussion. At the end of the year it was agreed to carry out less detailed but more frequent surveys, by PPG members directly. A questionnaire was drawn up and given to patients during an afternoon surgery in January 2014 and a morning surgery in March. The idea was that patients would meet PPG members face to face, and be given an opportunity to express their concerns. The Practice Manager collated the results, which again were discussed by the group. It is hoped to make the survey a regular monthly event, and to adapt it to meet changing concerns. For example, it could be used to gauge opinions of the proposed new surgery.

## **Issues Addressed and Action Plans**

The Dr G Rangasamy left the practice in November 2013 and despite vigorous advertising the practice failed to attract any possible recruits for the position and this would potentially impact on patient access to the surgery. It was agreed that the practice would recruit a Nurse Prescriber to add to the capacity in triage for acute patients and thereby free up more routine GP appointments. This was done and the practice now has two nurse prescribers Corrine Lang and Bernadette Dyett. Corrine Lang was recruited in November.

**New Surgery** The Practice Manager has kept the PPG informed of the progress of this project in his updates at our monthly meetings. Towards the end of last year, a number of us were taken to see the proposed new site. The group could have a key role in channelling the views and wishes of patients about this.

**Care Quality Commission** During the visit by CQC in summer 2013, members of the PPG were invited to the surgery by the Practice Manager, to be interviewed as patient representatives by the CQC Inspector. Following the visit the Practice Manager made a presentation of its findings to the PPG.

**Local Engagement Group** The Chair of the PPG has attended regularly the quarterly meetings of the Northampton Central Local Engagement Group, and reported back to the group. Other

members are welcome to attend, although so far only one other member has done so.  
General/Administrative There was a change of Practice Manager in the summer of 2013 due to the retirement of the previous manager. He has kept the group updated on changes of personnel at the surgery, new IT systems, and other issues such as Federation.

The present Chair, appointed in February 2013, was reappointed in March 2014. The Minuting Secretary moved to a new surgery nearer her home at the end of 2013, and a new Secretary was appointed in March.

There has been a PPG notice board in each of the three patient waiting areas for over a year. We need to make more efficient use of these. We have begun to advertise times of PPG meetings, but they could also be used for publicising survey results, posting minutes and other items of interest to patients.