THE FIELD ROAD & BARNBY DUN SURGERIES PATIENT PARTICIPATION GROUP (PPG)

ANNUAL REVIEW & EVALUATION REPORT 18 AUGUST 2015 – 16 AUGUST 2016 ( 4 Meetings)

The PPG continues to have a very good working partnership with the Practice with many suggestions put forward by the Group being implemented by the Practice resulting in improvements for patients. The Group continues to grow in strength with individual skills being utilised

MEMBERSHIP

9 Patient Representatives; 1GP; 1 Practice Manager.

Appointment of Chair and Vice Chair agreed.

Recruitment policy for new members decided to be on a first come basis.

Policy for non- attendance of PPG members agreed.

Terms of Reference amended.

ACTIVITIES

A Patient Diabetic Event was organised by PPG. Presentations were given by Dietician from DRI and a Senior Nurse from the Practice. A total of 25 people attended this successful event which was declared to be very interesting and informative.

Planning is to take place for a Public Event on Lung Diseases which will take place in Spring 2017.

Practice continued to update the PPG on all practice changes. This continues to be welcomed by patients.

Following recommendation by PPG the Practice has now introduced an earlier opening time of 8am at both surgeries with a 10 minute slot to allow for booking time. This is working well.

PPG has raised concerns re waiting times for appointments. The Practice states that increased demand on all Doncaster Practices makes it unlikely, without further investment in Primary Care, that waiting times will be reduced.

The Practice has updated the IT system and also introduced a new telephone system. The PPG welcomes both these as concerns by patients have been raised.

Patient Non Attendance of appointments is a big concern for the Practice and the PPG. The Practice has introduced a procedure to deal with frequent non- attenders. The PPG agreed to publicise this issue by placing articles in local Parish Magazines and designing an eye catching poster for display in the surgeries and in the community.

A PPG member attended the public meeting with the Transport Co. and some changes to the bus time table were agreed.

PPG Members have designed a logo for the PPG. This will be included on correspondence, minutes and posters.

RE-BUILDING OF BARNBY DUN SURGERY

Following a successful bid to NHS England, by the Practice, a planning application was submitted to DMBC for the rebuilding and extending of Barnby Dun Surgery. When DMBC objected on several grounds to the application the PPG agreed to assist by contacting a local councillor and writing to the Chief Planning Officer. This resulted in the Chief Planner attending a site meeting with members of the PPG and the Practice Manager. The application is still under discussion.

CARE QUALITY COMMISSION INSPECTION

The Practice was inspected in March 2016. The Chair of PPG was interviewed as well as Practice staff and patients. The Practice received an overall rating of GOOD across all aspects of care. Regarding the PPG the Chief Inspector wrote “We saw one area of outstanding practice. The PPG, along with practice staff, had facilitated two information events for patients and people from the surrounding areas about diabetes and dementia. Patients told us these were very informative and they were looking forward to future events scheduled.”

PUBLICITY FOR PPG

Articles have been placed in the practice newsletter, practice waiting rooms, and community magazines. The PPG had a stand at Stainforth Gala to publicise their work and to ask patients to make suggestions for improvements to the practice.

PPG NETWORK MEETINGS

A representative attended all meetings, resulting in ideas and experiences being shared.