

## ST JOHN'S MEDICAL PRACTICE



### Patient Participation Group

#### Annual Report 2014-15

#### Profile of the Group

This practice has continued to have an active PPG committee throughout this last year .

The committee is comprised of 12 members . 3 males and 9 females

We meet quarterly and have face to face meetings at the practice .

The group has been active in helping to collect and collate friends and family test questions and also have been actively working in the waiting room with patients on the survey and telling them about the PPG and encouraging any interest in joining the quarterly meetings .

#### Building a Representative PPG

We have struggled to recruit younger people and those in ethnic minorities or with disability . We continue to try. Anyone in these categories who may see this and may be interested should contact the PPG Secretary or the Practice Manager The email for this is [stjohnsppg@hotmail.co.uk](mailto:stjohnsppg@hotmail.co.uk)

## Survey 2015

Currently we are undertaking a questionnaire about the new 'open access appointment system that we introduced in February 2015 in the mornings . This enables all patients who wish to see a GP on the day for any reason to come and join a GP pooled list . We shall publish the result in July and take any steps that are necessary to improve on the position and /or make changes that the results may indicate are necessary . The comments so far are largely positive.

## AGM

This was held on 26<sup>th</sup> January. Chairman Andy Toothill stood down and was replaced by election with Caroline Aldridge. John Boreham stood down as Secretary and was replaced with John Harris .

We thank both Andy & John for their contribution to the group from its inception in November 2011. Great work and help with our surveys and external meetings . Other long standing members of the committee also stood down after three years . Thank you to Jenny Eveleigh and to Roseanne and Micheal Haselden. All have been very interested in the group and supportive .

## Friends and Family

We have taken note of the feedback on this exercise and been pleased that over 90% are extremely likely to recommend the practice to any friends and family . We are encouraging patients to go to NHS Choices Website and make some positive comments for us there too .

## PPG Notice Board at the Practice

Agreed that we we update - Caroline is to take this on and liase with the practice manager

Also we agreed to revisit the idea of setting up some external speakers and arrage a visit from other PPG members to exchange progress and ideas .Fundraising may be undertaken and a practice walk for sponsorship arranged to help with this .

## Action plan:-

To invite speakers from external support services to come and speak to the PPG – Health Trainer , Carers First , counsellors etc to help with an overview of what is on offer to feed into the newsletter .

Our aim this coming year is to raise the profile of the PPG and give more useful information on services to the patients by news feed and by more interaction in the practice .We also wish to arrange some useful talks on preventative health care in weight management and diabetes and invite patients to these with links to help groups .

With grateful thanks to our new and past committee

Julia Gilliat- Smith Practice Manager 31/03/2015

