

PPG Annual Review 2016

General

- PPG member retirements – Shirley Roberts-Davies
- New PPG members – Glennis Portsmouth & Peter Turle
- Family & Friends Test (FFT) – Replaced annual patient survey but Practice & PPG keen to continue with our in-house patient survey
- New check-in screen – helps reception (when busy) & patient confidentiality
- Text messaging set up following request from PPG
- E-mailing of PPG Newsletter following request from PPG
- Annual NAPP membership
- Recruitment campaign for new PPG members
- Change of PPG newsletter. Production previously with Look Local but now done by PPG members (see below)
- Assistance at Flu Saturday – Raffle / refreshments / patient survey. This could not be done without the PPGs help
- Online access – Extended services available online e.g. access to patient records
- Website – PPG page improved. PPG members listed & minutes of both our PPG meetings & Area PPG meetings are available on-line.
- Patient survey – action plan for 2016 (see below) & running of annual patient survey in October – December 2015. IT support from Ian Major (retired PPG member)
- Steering Group Member attended PPG meeting to give a presentation on the NHS & PPGs
- CQC – PPG members met with CQC & gave feedback

Area PPG Meetings (Quarterly)

- Usually one PPG member has attended these meeting throughout the year
- Topics covered included:
 - Clinical Commissioning Group (CCG) / Hospital updates on patient services
 - WMAS – ambulance service
 - Public Health
 - Urgent Care Plans (Solihull Vanguard)
 - NHS screening programmes e.g. AA A / bowel screening
 - Chronic Disease updates e.g. COPD / diabetes
- Networking with other PPGs

Production of PPG newsletter (Quarterly)

PPG took over the production of PG newsletter in Jan 2016. Articles included:

- Fundraising efforts & equipment purchased
- Clinical messages
 - Electronic prescribing services (EPS)
 - Dementia
 - Vaccinations – Flu/shingles etc.
 - Travel
 - Carers
 - Smoking
- General information
 - CQC
 - Patient survey results
 - Friends & Family Test
 - Staff changes
 - PPG awareness
 - Online services & access
 - Text messaging

PPG survey action plan (Annually) 2015

- Increasing awareness of PPG – newsletter / verbally / displays / name badges for Flu Saturday
- Patient survey – ran in 2015 & plan to do again this year
- Electronic prescription service – started September 2015. Going well
- SKYPE – delayed from 2015 as no NHS funding. On agenda for 2016
- Fundraising – done at Flu Saturday
- CQC – raised awareness through newsletter / displays etc. CQC visited Jan 2016 & PPG were involved. Result was ‘outstanding’

Objectives for 2016

These are to be agreed at this meeting

Some thoughts include:

- Continue to increase awareness of PPG & encourage new members
- Patient survey
- SKYPE
- Fundraising
- Expansion plans (to increase capacity) – how we engage with patients on our plans / get feedback
- Becoming a training practice. First Doctor starts August 2016. Implications for patients / staff
- Articles for PPG newsletter e.g. ‘patient corner’
- Discuss other options

We cannot thank the PPG & its members enough for their continued support & feedback. Your contribution is vital to ensure we continue to provide a professional, accessible and high standard of medical care to our patients.

On behalf of the GPs and all the staff at Arden Medical Centre, I thank you for your contributions, feedback and hard work.