

The Tickhill & Colliery Medical Practice

www.thetickhillsurgery.co.uk

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PATIENT PARTICIPATION GROUP ANNUAL REPORT

The period covered by this report is 18 months due to the fact that at a Special General Meeting held in July 2015 it was agreed to move the Annual General Meeting from October to May. This was to align the PPG year with that of the Practice. As a result no Annual General Meeting was held in October 2015. The constitution was amended appropriately.

At the Annual General Meeting in October 2014 the Practice allocated the PPG a budget of 500 hundred pounds to be spent for the benefit of the patients. Jane in her role as Treasurer will be providing a report on the state of our finances later in the meeting. The Practice have also paid for our annual subscription to the National Association of Patient Participation of which we are obliged to be a member.

At the first meeting after the AGM it was agreed the role of Secretary would be reduced and Pam was appointed as Minutes Secretary. Jan was re-elected as Secretary. I would like to thank them both for all their hardwork and support.

At a subsequent meeting the committee agreed what our main priorities would be and these were:-

1. To promote the growth of Dementia friendly communities in Tickhill, Harworth and Wadworth.
2. To continue to encourage patients to take responsibility for their own health and to consider other appropriate National Health Service options rather than the first port of call always being Doctors.
3. To continue to provide Patient feedback to the Practice and update them on systems and processes implemented by the Practice enabling Patients to use available facilities to their best advantage.

Although these were our priority areas it was also agreed we should continue working closely with the Practice, as we had done in previous years, to try to reduce the number of people who did not attend appointments they had made. Jan has throughout the last 18 months continued to update Patients every month on these figures via her articles in the Today magazines. At Mary's suggestion the Practice started to display the same information on the message boards in the surgeries. For the first time the number of patients not attending appointments they have booked has started to reduce. This means that there are more appointments available for other patients.

We also wanted to increase the number of people on the Virtual Group particularly focussing on young adults who were identified as the hardest group for us to reach. At every event we have run we have managed to recruit more people to the Virtual Group this has included one 17 year old. Thanks to Jan for sending out information to the group on a monthly basis.

In October 2014 Kate and Stan attended the Saturday morning Flu clinic at Tickhill surgery to support the staff, promote membership of the Virtual Group and gather feedback from patients who attended to have their vaccinations. All feedback received from patients was passed back to the Practice.

In May 2015 we held a Health Information and Test Your Health session at Wadworth. As our Dementia Friends Champion Judith attended this event and invited other appropriate organisations to contribute. My thanks to Robert for taking the lead in organising this event ably assisted as always by Marj.

In July 2015 Jan, Judith Stan and myself attended the Tickhill Gala. Judith gathered names from people who were interested in attending a Dementia Friends awareness session. She subsequently ran 2 successful sessions which also included members of the Virtual Group who had been offered the opportunity to attend. The feedback gathered at the Gala was mainly positive and some ideas were put forward by patients. Jan collated all of this information into a report which was passed to the Practice.

In September 2015 the committee hosted a General Health Information session combined with a Macmillan Coffee Morning in the Parish Room at Tickhill. Our thanks to Sister Heather from the Practice who conducted a variety of health checks and also provided flu vaccinations for eligible patients. Also a special mention to Mary and Cynthia who did an excellent job of selling the cakes which helped to raise 135 pounds 26 pence for Macmillan. Thanks also to everyone who provided the cakes for sale. Again Jan gathered feedback from Patients to pass to the Practice and Judith was able to add more names to her list of people wanting to attend the Dementia Friends Awareness sessions. I

In October 2015 Stan Judith and Kate again supported staff at the Tickhill surgery with the Flu clinic. This time they focussed on providing patients with information on Dementia and gathering feedback from Patients to pass to the Practice. Again Judith was able to add another person's name to the list of those wanting to attend a Dementia Friends awareness session. Many thanks to Judith for all her hardwork throughout this period in raising awareness about Dementia. I know it's been an uphill struggle.

Also on the 13th of October 2015 the Practice had their Care Quality Commission inspection. Jan and I were interviewed by the Inspectors at Tickhill surgery and Les at the Colliery surgery. The feedback given to Jan and myself regarding the PPG by the Inspectors was all very positive and they were impressed by what we as group were achieving. This was reiterated to us at our next committee meeting by Dr Kumari who thanked us all for our hardwork. Thanks to Les and Jan for giving up their time to attend the interviews.

In March 2016 Jan reviewed and updated the Patient's Charter in agreement with the Practice. Thanks to her for volunteering to do this and completing it successfully in her usual efficient manner.

The committee had also planned to run an event in May 2016 at Harworth Townhall. At Stan's suggestion this was to focus on Children's Health, a topic we had not previously considered. As Judith Stan and Kate had previous experience working in this area they agreed to form a working group to take this forward. Unfortunately in spite of expending a considerable amount of time and effort Kate fed back to the committee that the working group proposed this event should be deferred due to a lack of contributors. The committee agreed and expressed their thanks to Kate, Stan and Judith. At this point can I also thank Kate for the support she has given me in her role as Vice Chair.

Stan and I have continued to attend the quarterly meeting of the District PPG Network. This gives us direct access to Doncaster Clinical Commissioning Group as the network is run by them. We are kept up to date with the proposed changes as to how GP services will be run in Doncaster in the future. It also provides us with a forum to exchange good practice and share ideas. Back in March 2014 I was shown an article by Rob about Admiral Nurses who provided support to people living with Dementia and their families. I raised this with the appropriate Commissioner at CCG, who then looked into the feasibility of having these nurses in Doncaster. The first Admiral nurse has now been appointed in the Doncaster Area.

As well as Jan keeping patients updated through her monthly articles in the Today magazines about the Practice at all of our Monthly meetings with them we have also

provided Patient feedback to the Practice. Therefore trying to keep the channel of communication between Patients and the Practice open. A key figure in supporting us to do this has been Julie, our constant factor, who is never too busy to listen or help. I hope she knows how much she's appreciated by the committee.

I can't finish this report without thanking our catering team who have been there at all the events behind the scenes making drinks and washing up. So thank you to Marj, Rob, Jen, Geoff and Helen. We couldn't have managed without you. Also thanks to Les, our publicity man, for always ensuring our events are well advertised.

Sadly I've had to accept 3 resignations from the committee. Marj and Rob though will be moving to the wider group and continuing to help at events. Jane who has done such an excellent job as Treasurer is sadly leaving the group. Thanks to you all.

On a personal note I would just like to say thanks to you all for the support you have given me through what has sometimes been a challenging 18 months.

Thank you

Norma Carr
PPG Chair

25th May 2016

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