*Dyneley House Surgery*

**Patient Participation Group**

**Annual Report 2024**

The report is written as we come to the end of another turbulent year for the NHS and the Practice has experienced a number of changes in personnel and ways of working as well has adapting to all the changes imposed by the NHS. The PPG at Dyneley House have also seen changes in the way we work with the Practice, only meeting bi-monthly but working closer with the Patient Services Manager in supporting the practice in other areas.

We endeavour to fulfil the Aims of the Group which are:

1. To act as a communication channel between the patients and the surgery and vice versa.

2. To give patient contribution to the development of new services or extension to present services or treatments.

3. To help fellow patients to take responsibility for their own health and wellbeing

4. To enable patients to give their views and comments through surveys and questionnaires on their experience with the surgery and for these to be reviewed by the surgery personnel and, where possible, to consider changes.

The following patients have given their time on a voluntary basis to be on the PPG committee and help to fulfil the above Aims:

Clare Shephard Mike Palin Judith Benjamin Hazel Bulcock Kai Olukayodedada

Kathleen Sutton Martin Elgie Ruth Watson Elinor Judge Malcolm Burton Pamela Reader

We should make every effort to recruit new members and specifically from younger patients and patients from ethnic minority groups.

The committee have met bi-monthly and welcomed the Patient Services Manager, Business Manager and doctors at our meeting throughout the year. This has been greatly appreciated by all the committee members as we get first hand information about the issues the practice is dealing with on a day by day basis.

The Virtual Reference Group met in December 2022 and drew up a Patient Questionnaire to be sent to selected patients in order to get a cross section of responses. The results of these were reported to us at the November 2023 meeting. The delay being caused by a number of issues experienced with the collation of the data. We hope to be involved in further development of this work.

The Practice has continued to support all its patients with increased numbers of patients and staff. The Covid and flu clinics have been completed effectively and efficiently. There are varying issues with PATCHS which replaced e-Consult which is a system supplied to Practices by the NHS. The telephone system seems to be working well and access to the appropriate practitioner is a positive outcome. The continuing problems with Covid and its variants presents extra workload at the Practice. The Practice now has an in-house phlebotomist and blood tests are now booked through the Reception.

There seems to be continued anxiety among Patients and Practice about the problems within the NHS and where and when the new “norm” will be achieved. However, Dyneley House Practice has continued to provide high quality care for all their patients and a thank you to all of you is appropriate.

I also want to thank the Committee for your support and help this year both to the Practice and myself. I have felt privileged to be part of this group and the chair person since 2020 but it is time for me to stand down and let someone else take up the mantel.

Pamela C Reader, Chairperson

Dyneley House Surgery PPG

9th January 2024