



## PATIENT PARTICIPATION GROUP



## ANNUAL REPORT 2017



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The Patient Participation Group at Dyneley House Surgery was formed in December 2010 and has continued to be involved in a range of activities in support of the services provided by the Surgery for the benefit of fellow patients over the years. This report is therefore our sixth and gives an overview of our work and involvement over the past twelve months.

The key aims of the Group continue to be: -

- To act as a communication channel between the patients and the Surgery and vice versa.
- To give a patient's contribution to the development of new services or extension to present services or treatments.
- To help fellow patients to take more responsibility for their own health and wellbeing'
- To enable patients to give their views and comments through surveys and questionnaires on their experiences of the Surgery for them to be reviewed by the Surgery and where necessary and possible consider changes.

The Committee of the Group has continued to meet both on a formal basis since last year's Annual General Meeting in addition to holding several planning and subgroup meetings. These have been attended and supported by Surgery staff for which the Group continues to be grateful.

The past year has been a challenging one for all PPG's including Dyneley with the many changes and demands being placed on the NHS and GP services in particular with restraints on finance and increased workloads. In the coming months, the role of and support of PPG's is an important element in meeting these challenges.

### **Care Quality Commission Visit**

In June 2016, the Surgery received notification of a visit by an Inspection Team from the Care Quality Commission as part of the national programme to inspect and rate all GP Surgeries. The PPG was invited to be part of this process by firstly contributing to a detailed pre-inspection report outlining all the different aspects of the work of the Surgery and the contribution made by the PPG.

Members of the Group also met with the Lead Inspector to discuss the role of and involvement of the Group particularly in respect of the Support Groups and Self Care initiatives.

The Surgery was extremely pleased and proud to receive notification that it had been rated **Outstanding** joining a minority of GP Surgeries with this rating.



The individual ratings for the 5 key categories of inspection are as follows-

Are services safe	Good
Are services effective	Outstanding
Are services caring	Good
Are services responsive	Outstanding
Are services well led	Outstanding

*(A copy of the full report can be found on the Surgery website)*

Following this achievement, the PPG was thanked for their involvement and continued support by the Partners and Practice Manager.

### **Patient Survey 2016**

A patient survey was carried out to ascertain the views and comments of patients on their experiences of using the services provided by the Surgery. A summary of some of the key findings are as follows –

96 % recorded as good to excellent the information provided

96 % recorded good to excellent the Surgery opening times

99 % reported as good to excellent how they were received by reception

80% considered their privacy was respected in the reception area, good to excellent.

94% reported good to very good with their visit with a doctor

92% recorded good to very good their appointment with a nurse

## **Support Groups**

In last year's Annual Report, it was noted that some initial work had been made in respect of two support groups. These have progressed during this current year.

### **Diabetic Support Group**

The Group has met every six weeks and talks have been given on a range of topics of interest to patients with diabetes. These have included food and diet, retinal screening, podiatry and contributions by a GP, Diabetic Nurse and Hospital Consultant. The talks have been informative and welcomed by the members. A series of meetings have been arranged for 2017 and the next meeting will be on Wednesday 29 March when Dr Bruce Woodhouse will talk to the Group. Any patients with type1 or 2 diabetes are welcome to attend, Details can be found on the website.

### **Stroke Support Group**

Stroke survivors and their relatives or carers have met for a mix of talks, entertainment and group activities/ games and refreshments. Meetings are being planned for the first Thursday in the month with the next one on Thursday 6 April. There is a warm invitation to any stroke survivors to attend. Again details can be found on the website.

## **Patient Activities**

During the year members of the PPG have supported the Surgery at several patient related activities. These have included a visit by pupils from Ings school who visited to learn about the benefits of eating healthily and being active. During the visit, they looked around our garden and planted some seeds, listened to each other's pulse and heart beats. PPG members were present to assist staff to ensure they all had an enjoyable visit.

During the last quarter of the year the Surgery ran its annual flu programme and several members helped to ensure the timetable ran smoothly and handed out the lifestyle questionnaires which are another vehicle to provide valuable patient feedback. The Surgery greatly appreciated the help given and hope it will be repeated in future years.

Some members also volunteered to be patients as part of the Medical Training programme being carried out in recent weeks at the Surgery.

## **Dementia Action Alliance**

During the year following on from the work to create a Dementia Friendly environment at the Surgery a planning group involving the Surgery, PPG and a range of colleagues from local authorities and voluntary groups has been progressing plans to create a Dementia Action Alliance across Skipton and South Craven. The principal aim of this is to create an environment across the community to support and help patients with dementia and their careers involving local shops, businesses and organizations both voluntary and statutory.

The plan is to have formal launch during Dementia Week in May, however as part of the build up to this an Awareness Event was held at the Council Offices in Belle Vie Square in February the event included a film made by dementia sufferer, Hazel Foster, in which she talked about living with the condition.

There were also presentations from Steve Pool, head of the Yorkshire and Humber Dementia Action Alliance, and council chairman, Cllr Chris Moorby. Businesses including Skipton Building Society and Tesco Skipton were very keen to learn more about how their organizations could be more dementia-friendly.

In conclusion, some members have left during the year and we wish them well in all they do. We have been pleased to welcome some new members and we look forward to working together in the coming year and would be pleased to hear from anyone interested in the work of the Group.

This opportunity is taken to thank all members for their help and support through the year and also place on record the Groups thanks to all staff at the Surgery for their support in particular Antony, Practice Manager, Emma, Health Promotion Officer and our Doctors who have always been willing to answer questions and give their advice. The Group looks forward to working with the Surgery for the benefit of patients in the coming year.

Barry Rogers

Dyneley House PPG (Chair)

March 2017

