

Dyneley House
Surgery

PATIENT PARTICIPATION GROUP



ANNUAL REPORT 2018



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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 seventh 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 and on a number of informal occasions These meetings have been attended and supported by Surgery staff for which the Group continues to be grateful.

The following patients of the Surgery have continued to be a member of the PPG Committee or have joined during the year –

Barry Rogers (Chair)

Mary Jenkins (Secretary)

Barbara Pavillionis

Brian Harrison

Bernard Morris

Clare Shephard

Judith Benjamin

Kath Beer

Hazel Bulcock

Pamela Reader

Mike Palin
Peter Bell
Olukayode Dada
Sally Harrison
Joanne Warden
Kathleen Sutton

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 recent weeks our Surgery has been in discussion with a number of other local surgeries with the intention of merging. This will provide the Surgery with the opportunity to improve services to fellow patients. As noted in the attached Practice report plans are being finalised to inform and engage with patients about this exciting development. The PPG looks forward to supporting these proposals in the coming weeks.

Patient Survey 2017

A patient survey was carried out by the PPG throughout September in the run up to the Flu campaign. This once again showed an ongoing satisfaction with the Surgery and the services provided. Some of the headline results are as follows –

- 91% recorded as good to very good the Surgery opening times
- 94% recorded reception staffs helpfulness as good to very good
- 96% felt their overall satisfaction with their appointment was good/
very good

The full survey results and those from the National GP Survey which was undertaken during the summer months by an independent organisation (MORI via a postal recording system) will be made available on the website. One of the findings was the apparent lack of knowledge of the availability to make appointments and order prescriptions on line and is an action to take forward to raise awareness of the facility in the coming months.

Patient Activities

For a number of years members of the PPG have supported the Surgery in a wide range of activities to support fellow patient's general health and well being. A number of support and advisory groups have been active during the past year. These include the Stroke Support Group, Diabetic prevention sessions, Dementia and Carers' Advice clinics. Bradford District Care Trust now hold a Carer's Hub on a monthly basis on similar lines to two which are proving very successful in the Bradford area.

Many of these activities and the work which Emma, our Health Promotion Officer is undertaking in respect of the Social Prescribing agenda helped the Surgery secure a runner up recognition in the Craven Community Champions Awards 2017. Emma has kindly agreed to give a short overview of this valuable work taking place locally which is seen as making a major contribution to many patients attending surgeries with social as well as medical needs. A copy of the wide range of activities taking place during February and March are included with the papers for the AGM in addition notices giving details of two new opportunities to be involved.

The support of PPG members during the Flu clinics and acting as patients for medical students to engage with and put their theoretical knowledge into practice under the ever watchful eye of Dr Pettit as a valuable part of their training has again be appreciated. This opportunity is taken to wish one of our younger PPG members every success in the future, Tom Huxley, joined the Group from Ermysted's and was successful in securing a place at University starting last September to train as a Doctor so we may see Tom back in a different role as one of our GP's in years to come!!

Dementia Friends

Most members will be aware of the leading role the Surgery has played in raising awareness of and making changes to help our patients with dementia. In last years report we highlighted the work which had and was taking place in respect of the formation of a Dementia Action Alliance across Skipton and South Craven.

During the last year this work has continued and the Surgery and PPG are now playing an active role in helping to create a Dementia Friendly Community in Skipton as part of a wider DFC across Craven. This work involves representatives from many organisations including statutory bodies such as Craven District and Skipton Town Council, voluntary groups including Carers Resource, retail outlets such as Tesco, Skipton Building Society, nursing and residential homes and most importantly patients with dementia and their relatives and carers. Any members interested in this work can have a word with Emma or Barry for more details.

Consultations

As mentioned earlier in this report there have been many changes taking place across the Health agenda and in particular in respect of Primary Care. In our area the responsibility of commissioning these services is the responsibility of the Airedale Wharfedale and Craven Clinical Commissioning Group. The PPG has been asked for their views on a number of important issues.

A number of members took part in an Engagement exercise “ Have your say” organised by Bradford Healthwatch on behalf of the CCG. This was to ask what were the most important health issues and what could be changed or reduced in the coming future. A non negotiable point was the importance of continued access to GP services, being able to make appointments and be seen by either doctors or nurses at their surgeries. A feedback report has been discussed by the CCG and this can be accessed on the CCG website.

PPG views have also been sought into the prescribing of gluten free products, repeat medication prescribing, GP Commissioning Strategy and most recently Community care services for people living in Craven (including the future of Castleberg Hospital).In recent days the CCG has asked for comments on reducing the prescribing of over-the-counter medicines. The views of patients and PPGs have always been highly valued by the CCG and will be important in the months to come.

In conclusion thanks are noted to members, some who have been involved since the Group started and those who have joined recently. The PPG is always pleased to hear from any patients interested in their role and the services provided by the Surgery.

This opportunity is also taken to place on record thanks to all the staff at the Surgery for their help and support. In particular Antony, Practice Manager, Emma, Health Promotion Officer and our Doctors who have continued to encourage, support and answer our questions. We look forward to working with the Surgery for the benefit of fellow patients in the coming year.

Barry Rogers

Dyneley House PPG (Chair)

February 2018