



## **PATIENT PARTICIPATION GROUP**



## **ANNUAL REPORT 2018-19**



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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 eighth 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)
Brian Harrison	Clare Shephard
Judith Benjamin	Kath Beer
Hazel Bulcock	Pamela Reader
Mike Palin	Peter Bell
Olukayode Dada	Sally Harrison
Kathleen Sutton	Bridie Hayes
Heather Green	Zeeshan Hussain

The following photograph shows some of the PPG members prior to a recent Committee meeting:



### **Setting the Scene**

The past year has once again 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 increased workloads. Across the Airedale, Wharfedale and Craven CCG a number of Practices have joined the Modality Partnership. Our Surgery is a key partner along with 7 other Practices in the Wharfedale Airedale and Craven Alliance (WACA).



The Wharfedale, Airedale & Craven Alliance (WACA) is a tightly knit federation of 8 independent, innovative GP practices covering a population of 72,000 patients. Working together, the Alliance are developing a number of important projects that will bring direct benefits to patients including the 'extended access' initiative and a number of initiatives associated with the AWC CCG '3 Communities' program. More recently the Surgery has introduced 'care navigation' where specially trained Reception staff help patients access the service they need when they contact the Surgery. The PPG looks forward to supporting these proposals in the coming months.

In addition to these local changes members will be aware that the long awaited Long Term Plan for the NHS was published in January 2019 with its wide ranging ambitions and initiatives to improve care for patients over the next ten years. Discussions are now taking place to take forward these national ambitions and develop strategies to meet local community needs. These will form part of consultations taking place in the coming months.

### **Patient Survey 2018**

A patient survey was carried out by the PPG during August and September 2018 in the run up to the flu campaign. This once again showed ongoing satisfaction with the Surgery and the services provided. Some of the headline results are as follows:-

- 96% recorded as 'good to very good' for the Surgery's opening times
- 99% recorded reception staffs' helpfulness as 'good to very good'
- 91% felt their overall satisfaction with their appointment was good to very good'

The full survey results and those from the National GP Survey which was undertaken during the Summer months by an independent organization (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 and then carry out a follow up survey during April with reference to GP on line facilities, care navigation and the extended access arrangements.



## 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, Osteoporosis meeting, Dementia and Carers' Advice clinics. Bradford District Care Trust continue to hold the Carers' Hub., Rainbow Group and the Creative Arts and Community Hubs by Pioneer Projects and the Sporting Memories event. A highlight of this program was a visit by Gareth Sneddon, ex Bury FC footballer who gave an insight into his life as a player and now agent. Gareth's talk was well received partly due to the presence of his baby daughter who stole the show.



The commitment in assisting at these activities and to the work of the PPG in general was noted when two members were recognized as 'Healthcare Heroes' at the AWC CCG AGM in September 2018. The following photograph shows Brian and Pam with Emma whose work in respect of Health & Well Being was also recognized.

Congratulations to all!



This once again demonstrates the close working relationship between the PPG, support groups and the Practice, all working together for the benefit of the patient population.

Members also participated in a couple of coffee mornings in aid of Macmillan and Mental Health Day at which the following photograph was taken



Members also supported a highly successful Self -Care Week last November and we are looking at ways in which we can assist with a monthly program of health topics e.g. February – Weight Management and Diabetes Prevention during March.

### **Flu Clinics**

2018 was a very difficult one for the Surgery in respect of its flu program due to the national problems associated with supply of vaccine. However, the support of PPG members during the flu clinics was greatly appreciated. One of the members agreed to act as a patient for medical students to engage with and put their theoretical knowledge into practice under the ever watchful eye of Dr Checker as a valuable part of their training.

## **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 organizations 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. A recent initiative is a Dementia Peer Support Group which now meets on the 2nd Tuesday of the month. Plans are being developed to host an event as part of Dementia Action Week during May. Any members interested in this work can have a word with Emma or Barry for more details.

In conclusion thanks are noted to all members, some of whom 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.

In conclusion 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 were also pleased to welcome Joanna last July as Patient Services Manager in addition to her help at a number of patient activities Joanna also had the unenviable task of sorting out the 'flu difficulties'! We look forward to working with everyone in the coming months. At our last meeting we were sorry to hear that Dr Churcher was retiring, Sally has attended some of our meetings and supported the PPG. We wish her well in her retirement.

Barry Rogers

Dyneley House PPG (Chair)

February 2019