

Paxton Green Group Practice

Patient Participation Group

Annual Report

2015 – 2016

It is my pleasure to present the 2nd annual report of the Paxton Green Group Practice Patient Participation Group. I want to start by recording my most sincere thanks to Jane, Catherine and David, colleagues on the steering group, now one third through its elected term of office. In the last year we have successfully extended the way we work by welcoming fellow PPG members who volunteer for discrete pieces of work too, including Self Care Week and Patient Participation Awareness Week and our discussions on seeking to reduce the number of cancelled appointments. This increases member engagement, broadens our perspective and increases capacity. It has also increased the PPG's presence in the Practice and the PPG membership has grown by 11% in the last year. Thank you to all volunteers, and we very much look forward to more PPG members contributing like this across the next year.

Details of our core business are documented in the notes of PPG meetings, the frequency of which we increased to bi-monthly in this last year. In support of these meetings, the steering group now meets monthly and with the Practice each quarter. Externally we have represented our PPG in the Lambeth PPG Network, both at its meetings and through significant contributions to a number of its current development groups and events, including with the Lambeth Clinical Commissioning Group. In addition, Jane has regularly represented the PPG at key CCG SE locality meetings.

Across the year we have progressed work in collaboration with the Practice on the 3 agreed priorities which remain active work streams:

1. we are seeking to reduce appointment wastage by exploring the reasons why patients fail to cancel appointments and we have increased the accessibility of information about how to cancel appointments.
2. we continue to look for opportunities to encourage self care and health promotion, through self care week, the newsletter and, inspired by a PPG members' initiative on the early diagnosis of cancer campaign last year, we are progressing plans with the Practice nurses to further promote national annual campaigns for common conditions.
3. we continue to strive to improve communication across the Practice and are currently reviewing the information on screens, noticeboards, leaflets and the website. This work will be further informed by analysis of 2016's annual patient survey which the PPG designed and delivered for the first time.

The PPG newsletter is now established as a well received quarterly publication which very much augments all the PPG's work and provides all patients with Practice and health information. Nevertheless, we are acutely aware that the newsletter needs more marketing to reach a higher proportion of the Practice's patient population and we will take this forward within our communications work stream.

We have remained alert to new opportunities for the ongoing development of the PPG and have much welcomed presentations at PPG meetings from primary care personnel, such as the Practice Nurse, Louise Ashwood, in May, and we propose to continue this and are inviting a pharmacy presentation to an upcoming meeting.

As we strive to become more representative of the Practice patient population we have welcomed opportunities to promote the PPG to local community groups such as the Kingswood Tenants' and Residents' Association.

In all this, we acknowledge we have only just started to scratch the surface and that there is much more scope to work more effectively with the Practice to improve patient care at Paxton Green.

In concluding this Annual Report, on behalf of the PPG, I want to applaud the Practice on receiving the overall description of GOOD in the CQC report following the inspection last November. It was a privilege and pleasure for Jane and I to represent the PPG with the Inspector and to receive her positive feedback about the PPG.

Finally, having started with thanks, I close with further thanks, to the Practice for its support and collaborative working, and especially the reception staff, Alison, whose hand over from Sarah was seamless, Janice, Pan, the IT manager and Dr Miller and to you, the PPG members and Practice patients. Thank you all.

Helen Bristow, PPG chair, July 2016