

**Paxton Green Group Practice  
Patient Participation Group  
Annual Report 2017 – 2018**

This is the PPG's 4th annual report.

In February 2016, the CQC reported that: *The practice proactively sought feedback from staff and patients, which it acted on. The patient participation group was active.* As we reach the end of the first cycle of being patient led, via an elected steering group, the PPG continues to be active and also to grow. From February 2016 to now (July 2017):

- the Practice patient population has increased by 3.7%
- the percentage increase in PPG membership is 26%
- we are 0.68% of the Practice patient population; we were 0.56% in 2016
- the PPG membership continues to diversify with current members registered in 26 ethnic groups compared to 22 groups in 2016
- [current data on age and gender of the PPG membership was not available at the time of writing so a reference to both will be inserted in the published version of this report]

We have liaised with the Practice to ensure the PPG's terms of reference and election process are both fit for its purpose and for securing the sustainability of the PPG. We wholeheartedly thank Catherine and David, who are standing down from the Steering Group, for all their work over the last 4 years, and we are delighted to have a candidate standing for election. Catherine is continuing to hold patient participation roles beyond our PPG and so, outside of this meeting, we look forward to agreeing how we can offer reciprocal peer support in patients' best interests.

We have aspired to put in place adequate, but not burdensome, arrangements that enable us to continue to foster the contribution of all PPG members in PPG business of special interest to them. This is crucial as we aim to reach the PPG's potential; members are our primary resource. Thank you to everyone who has actively contributed through meetings and delivering events in the last year. We hope you will continue to do so going forward.

Most of this year's work has been centred round our three priorities, building on achievements from previous years. The Practice's new website enhances our priority *to improve communication between the Practice and its patients*. It has also focused our attention on the current and the potential for future digital and cellular communications to reach more of the patient population, and the Lambeth CCG is providing Lambeth PPGs with information governance training.

The Steering Group was engaged in some of the decisions about the new website and we have upgraded the PPG pages and content. In addition, the PPG was invited to provide feedback of the other pages and the Steering Group contributed to some general editing. Our involvement in development work on the content of some self care information pages is ongoing, and this chimes with our 2<sup>nd</sup> priority.

The PPG's quarterly newsletter makes a major, ongoing contribution to this 1<sup>st</sup> priority too, sharing information about the Practice and the PPG with all patients and staff through copies in the Practice, where the publication of each edition is now also broadcast on the waiting room t.v. screens and flagged as a news item on the Practice's new website home page, from where it and

back numbers are accessible. Our thanks go to Jane for her editorial experience and energies on top of her role as Secretary. Edition 14 is due in September.

The medical students on their quality improvement project placement met with PPG members to advance the work that the 2016-17 students had done with us on resources to promote online access to services, now enhanced by the new website. Also, hard copy communication with patients via the Practice notice boards was reviewed by the Steering Group as an outcome of the 2017 incentive scheme. In response to its report to the Partnership Board, a staff working group was established to monitor and maintain the notice boards.

*Promoting patients' health and well being with better self care* remains our 2<sup>nd</sup> priority and thanks go to PPG members who volunteered for Self Care Week and who contributed comments on Ada, a personal health guide and symptom assessment app, which was piloted at the Practice last winter. The PPG's Self Care Week activities were a major contribution to the Practice's response to the Self-Care and Management and Patient Participation Support Scheme which the Lambeth GP Federations ran with the CCG's Medicines Optimisation Team in place of the 2016 incentive scheme.

Following the PPG's work to reduce the number of failed to cancel appointments, it agreed its 3<sup>rd</sup> priority should be *to improve a(nother) current service*. The Self Care Medicines Optimisation initiative and presentations from Mohammed Miah, the Practice Pharmacist, prompted us to agree that supporting Mohammed with this work should be our current 3<sup>rd</sup> priority going forward.

Speakers invited to the PPG's bi-monthly meetings have included representatives from Link Age, the Clinical Research network, Louise Ashwood (practice nursing in Lambeth) and Mohammed (pharmacy services).

In addition, the PPG hosted 2 open events across the year. One was an event for informal carers, held in collaboration with Carers4Carers. This was aligned to national Carers Week. Regrettably, it had a low uptake despite the Practice directly mailing all patients coded as carers. Also, the Steering Group was invited to contribute to two external events for carers which, again, were poorly attended or cancelled; these most probably due to the very short notice provided. We offered feedback about the design and delivery of these programmes and intend to consider alternative arrangements for our carers' events in future. The second open event was a seasonal 'Meet and Mingle' in December to promote the PPG which a number of members hosted and other patients and staff dropped into. This resulted in more patients enrolling as PPG members.

Throughout the year Steering Group members have continued to work with the Practice, primarily Dr Miller and Alison, and to have contributed to the Lambeth SE Local Care Network and National Association of Patient Participation events as well as Lambeth PPG Network sub groups. And they and other members have attended the Network's regular meetings.

So, we celebrate this growth without complacency; there is so much more to be achieved with everyone's valued contributions. Thank you all.

Helen Bristow, PPG Chair, July 2018