

Over the last year (2016/17) the PPG of the Walker Medical Group has continued to be a valued group in the development of the Practice.

The terms of reference for the PPG are as follows:

### 1. Purpose

The purpose of the group is to establish a system of communication with patients so that their views and concerns are fed back to the Practice. It will also allow the Walker Medical Group to communicate news and information from the Practice to their patients.

### 2. Our Aims

The aims of the PPG are to:

- Provide a patient perspective to the Practice
- Provide a forum to discuss issues relevant to the practice and to enable patients to influence local health care services

### 3. Our objectives are:

- To act as a channel of communication from the Practice to its patients and wider population, and vice versa.
- To support the Practice in drafting practice materials and communications, such as the practice newsletter and website.
- Provide a means for patients to make positive and realistic suggestions about the Practice and its services.
- Provide advice and recommendations with regards to patient surveys, questionnaires, etc.
- Seek the views and interests of all patients groups, for example patients with specific illnesses or conditions, patients with disabilities, young working families, patients from ethnic minorities.
- Engaging with patients to seek their views for future service redesign including potential transfer of services from secondary care to the primary care setting.

### 4. Membership

Membership of the PPG includes:

- Members of the Practice team and patient representatives.
- Patient membership is open to registered patients only, however we are happy to listen to the views of carer's on-behalf of registered patients. The Practice will, as far as possible, given the voluntary nature of the Group, ensure that the membership reflects the Practice population.
- Members are selected by co-option or self nomination.
- A list of members is held by the Practice.

## **5. Meetings**

Meetings are held approximately 4 times a year and at least 2 weeks' notice is given in advance of each meeting. Dates of group meetings are made available to patients by way of the Practice website and patient newsletter available in the waiting room. Minutes are taken and made available on the practice website.

## **6. Developments 2016/17**

During 2016/17 there were a total of 4 PPG meetings. At the request of the PPG, meetings were held on different days and times to try and encourage attendance.

A coffee morning was organised for PPG awareness week in June which raised awareness and money for 'Daft as a Brush' charity which was the charity of choice for PPG members. Unfortunately the event did not result in more PPG members.

Through the year it was decided to start a virtual PPG and a number of patients expressed an interest and returned a virtual questionnaire. It is planned to utilise this group for 4 questionnaires per year on themes decided upon by the PPG.

Minutes for each meeting are available through our website and a copy is sent to each of our group members (including those who were unable to attend the meeting). A number of items were discussed at the meetings. Including;

- Appointment availability
- Changes to the way appointments are offered to our patient population
- The issue of DNA (Did Not Attend) appointments
- Access to records
- Extended hours
- Developing a Facebook page for the Practice
- Continuing support of ACORN – the CCG PPG
- GP and NP triaging of telephone calls
- Local initiatives such as Elders Council and Healthwatch
- Future staff developments

The group participated in a patient questionnaire and continues to be represented at the Newcastle North and East Clinical Commissioning Group Patient Participation Group meetings with two members.

The Practice has continued to discuss the results of the Friends and Family test with the PPG and has appropriately displayed the results in the waiting room and the Practice website.

The practice has started a 'you said we did' poster board to address feedback for the Friends and Family test.

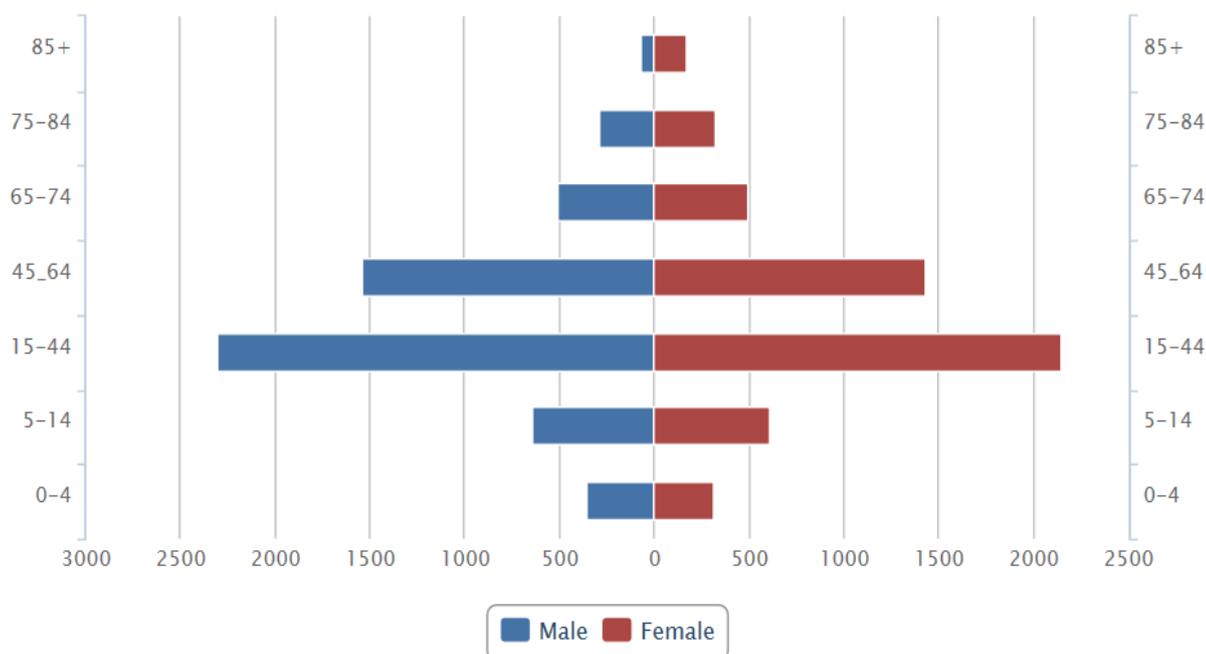
## Our Practice age profile is as follows:

### MY DEMOGRAPHICS - HOME PRACTICE - A86011



Total practice list size for WALKER MEDICAL GROUP is **11185**, of which **5705** are Male and **5480** are female.  
This practice has **63** (0.006%) of it's patients in a Nursing Home  
The Person Based Resource Allowance (list size weighted for population need) is **0**

Practice demographics for WALKER MEDICAL GROUP  
Source: NHS England December 2016



Generated by Primary Care Web Tool 29-3-2017

## 7. Action Plan

- To further involve the PPG group members in talking to our wider patient population to:
  - Make the group members better known
  - Gather and present views of our patients to the group
  - Encourage patient participation with the group
- To involve the patient participation group in improving the patient experience by monitoring and developing the appointments system.