

Over the last year (2014/15) 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 notices in the Practice waiting room. Minutes are taken and made available in the waiting room and on the website.

6. Developments 2014/15

During 2014/15 there were a total of 6 PPG meetings. At the request of the PPG, meetings were held on different days and times to try and encourage attendance.

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 Palliative Care (with the practice Palliative Lead, Dr Chris Tasker), other issues discussed included:

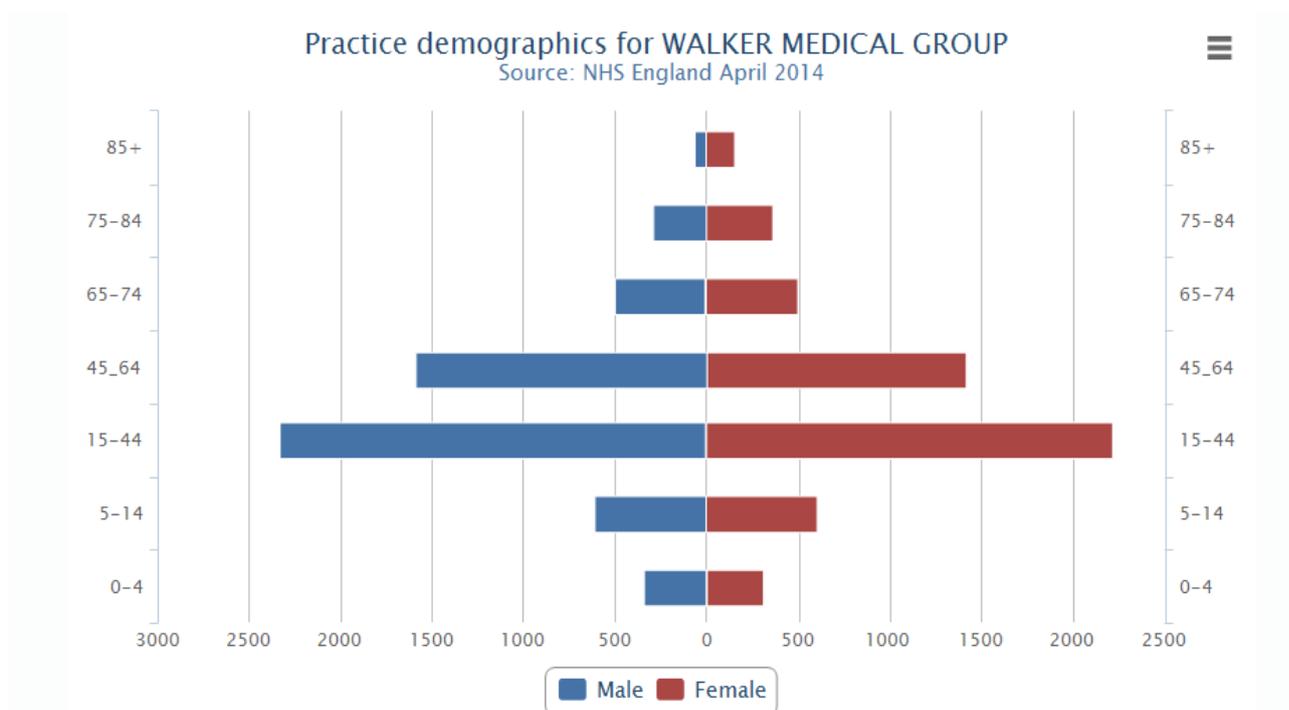
- Appointment availability
- Changes to the way appointments are offered to our patient population
- The issue of DNA (Did Not Attend) appointments
- Promotion of the breast feeding initiative

The group is continuing to develop a poster board to advertise the group and welcome new members. Membership is also advertised on the Practices Jayex (patient call) boards and our Friends and Family test questionnaire.

The group continues to be represented at the Newcastle North and East Clinical Commissioning Group Patient Participation Group meetings.

The Practice has discussed 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.

Our Practice age profile is as follows:



Our Practice ethnicity profile is as follows:

(XaJQv) British or mixed British - ethnic category 2001 census	38.58
(XaJQw) Irish - ethnic category 2001 census	0.08
(XaJQx) Other White background - ethnic category 2001 census	0.71
(XaJQy) White and Black Caribbean - ethnic category 2001 census	0.05
(XaJQz) White and Black African - ethnic category 2001 census	0.28
(XaJR0) White and Asian - ethnic category 2001 census	0.05
(XaJR1) Other Mixed background - ethnic category 2001 census	0.10
(XaJR2) Indian or British Indian - ethnic category 2001 census	0.25
(XaJR3) Pakistani or British Pakistani - ethnic category 2001 census	0.16
(XaJR5) Other Asian background - ethnic category 2001 census	0.49
(XaJR6) Caribbean - ethnic category 2001 census	0.02
(XaJR7) African - ethnic category 2001 census	1.19
(XaJR8) Other Black background - ethnic category 2001 census	0.09
(XaJR9) Chinese - ethnic category 2001 census	0.12
(XaJRA) Other - ethnic category 2001 census	0.23
Not stated	57.59

7. Action Plan

- To 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
 - Set up a virtual patient participation group
- To involve the patient participation group in improving the patient experience by developing the appointments system. Walker Medical Group will continue to monitor the mix of appointments available to their patients so that the service offered to the patient continues to meet their demands.
- To work with the PPG group to reduce the number of DNA appointments.