

Over the last year (2018/19) the PPG of the Walker Medical Group has continued to be a valued group in the development of the Practice. As in past years 2018/19 it has proven to be a very busy year with continuing pressures felt within our Practices.

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 for the practice newsletter, website, Facebook page and vPPG (Virtual Patient Participation Group).
- 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.

In 2018/19 the meetings were held on:

- 30/05/2018
- 29/06/2018
- 22/11/2018
- 14/02/2019

6. Developments 2018/19

During 2018/19 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.

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;

- NHS 70 tea party
- Introduction of a pharmacist and pharmacy hub
- Impact of GDPR
- CQC visit
- Update on Patient Public Involvement Forum Steering Group
- On line appointments

7. Action Plan

- To continue to involve the PPG group members in talking to our wider patient population
- Gather and present views of our patients to discuss with the group
- Encourage patient participation with the group
- Establish the goals of the group for the upcoming year
- To involve the patient participation group in improving the patient experience by monitoring and developing the appointments system.
- Continue to develop the vPPG.