

Patient Participation Group (PPG) Annual Report 2023

At the start of the year and continuing throughout the year The Practice has been extremely busy. At each of our monthly meetings The Practice has shared with us information and data relating to the number of daily calls, and how these regularly outstrip the resources that are available.

As a PPG we have been very keen to hear from the Practice about how this increase in demand may be dealt with without compromising patient care, clearly something that the Practice would want to avoid. As a group we were able to bring to meetings the concerns and frustrations that patients have told us about when we have spoken to them.

We heard about and were able to comment on the following:

- An improved system to manage and review patients with chronic diseases and long-term conditions.
- How longer waiting lists at hospitals mean patients with illness awaiting surgery or treatment mean that they are needing longer and more complex care by the GP's.
- How the age of the population is increasing and that more elderly people require longer appointments many needing home visits to address their healthcare needs.
- We heard how new roles of health care professional's working out of GP surgeries i.e., nurse practitioners, pharmacists, physiotherapists are freeing up GP time to allow them to see more patients. These roles, however, do need time to embed into the day to day running of the Practice.
- We heard that patients are still being seen on a face-to-face basis where it is necessary, many on the day of making the appointment.
- Having reviewed all the daily activity of the Practice we heard how a review of the complete booking system was taking place with plans for running a pilot trial.
- We heard that during a normal day, one GP can spend almost a full day dealing with issues from repeat prescriptions, writing hospital referral letters, reading hospital discharge letters, reviewing tests results and then ensuring that patients' records are updated for ongoing care purposes. A full day and not being able to see a patient.

With each of the above items we have continued to have full open and honest debate with the Practice and have offered opinion on change as we see it from a patient's point of view.

One big example of close work has been with the revised booking system. Before this went live, we were given the opportunity to hear a presentation on why there was a need to change and listen to the new recorded messages on the phone system. We recommended several revisions to the messages and continue to monitor patient's views.

We took the opportunity during the flu vaccination clinic on a Saturday morning in September to speak to most of the patient's attending. We asked for their observations on the revised system. In total we spoke to over 300 people. Views were varied with some saying it was a great improvement, whilst others saying they didn't like it at all. We compiled all the comments into a report for the Practice to see. As a result of this work further changes were made. We will continue during 2024 to monitor the system and recommend change as we feel appropriate.

During the year we have been pleased to welcome new members to the group and we value their contribution. We also said goodbye to two members who due to work commitments could not make our regular meeting times. We say thank you to them for their input and support to the group and patients of the Practice.

The group meets on the 2nd Thursday monthly at 5pm (apart from August and January). We always meet with one of the Practice Partners who shares with us openly the plans for the development and operation of the Practice.

As we move into 2024, we will as a group continue to seek the views of patients. Our meetings always give us the opportunity to feed them back to the Practice. It is only from hearing from you that we can do this. I should add that all comments are valued by the Practice good and not so good. Please let us know. Therefore, we ask Patients to get in touch with us via our email address ccmgppg@gmail.com with suggestions and matters of concern. **Please remember that we cannot deal with individual complaints, these should be raised through the Practice complaints procedures.**

We have also planned for guest speakers to attend some of our meetings to provide an insight into other health related areas. All in all, we have a busy year ahead. As a PPG along with the excellent relationship we have with the Practice we will continue to act as the critical friend of the Practice, giving us the opportunity to give feedback, opinion, and suggestions for change.

We do have some vacancies on the PPG, and if anyone would like to consider joining us, please contact me on ccmgppg@gmail.com leaving a contact number, I will get back to you.

If you would like to know more about the work of the PPG, please go to the Practice website www.charnwoodcommunitymedicalgroup.co.uk Click on the tab for PPG and you will find a lot of interesting information about us.

So, we look forward to a new year, as a group we will continue to work with the Practice and will offer any support that we can. On behalf of all the group I would like to give thanks to all the staff within the Practice for the support they have once again given to us, and in particular to Paul Hanlon, Business Manager, and a Partner in the Practice, for his continued and valued support during what has been a very busy and challenging year.

All Patients are welcome to attend our AGM which will be held on Thursday 14th March at 5pm at Rosebery Medical Centre.

Mick Gregory
Chairman Patient Participation Group (February 2024).