

## REPORT

This Report is written by the Chairperson of the Nettleham & Cherry Willingham Patient Participation Group to be presented at the Annual General Meeting, held on the 18<sup>th</sup> October, 2016.

Since our last AGM in 2014 we have changed quite substantially to accommodate the involvement of the Lincolnshire West CCG and to ensure that we were updated in our professional knowledge and representing Nettleham Medical Practice in a manner which would bring credit to them and give the Practice the feedback from patients on a new level and also to be involved in any CQC Inspections that might take place.

We are now one whole group who have differing roles within the group and input as much as each individual of the group is able. Our driving scheme is excellent and offers a huge service to patients who are unable to attend their surgery appointments without the assistance of the driving scheme. This cuts the home visits made by the doctors to a minimum and offers patients appointments at the nearest surgery where an appointment is available.

The PPG as a whole have, as a new initiative, run several outreaches, in several villages, on differing medical subjects aiming to raise awareness of such conditions as: various forms of cancer, research into pancreatic cancer, mental health and parity of esteem projects etc. We have also taken part in courses covering the problems faced by patients suffering from different types of dementia. We have carried out surveys in the surgery on behalf of the doctors and aided patients to make their concerns known to the surgery.

In addition we have been able to purchase children's toys for both waiting rooms, notice boards and leaflet holders. We purchased two wheelchairs for the Nettleham Practice and one for the Cherry Willingham Practice. We have contributed towards the cost of recovering chairs in waiting rooms and towards the cost of remodelling one of the treatment rooms. We are aiming to contribute towards the cost of automatic doors for Nettleham Practice which will be of great benefit to patients who use wheelchairs etc. So, the last two years have been fruitful in what we have been able to both purchase and achieve.

As with everything we are having to streamline our group to cover all aspects of safeguarding (which our drivers have had to comply with), we do not change things that work, but at the same time, we do take on board those things required of us to ensure that we function as a professional team of volunteers.

I have attended the LWCCG Patient Council over the last two years and seen a huge change as all GP Practices are now required to have a PPG. We have more involvement from the CCG and are asked to give feedback to them on various medical issues. I have also attended a Quality and Patient Experience Committee as patient representative and representative of our PPG and Practice. Recently I have supported a number of Practices who are either just starting up their PPGs or who are in difficulty following a CQC Inspection. I have also been out and about giving talks about our PPG within our Practice Area – the last one being at Fiskerton.

I am very proud of our PPG and of the work that we have done over the last two years. It takes time for people to feel comfortable to take up roles within the group but we are a much more cohesive team now than we were two years ago and I would like, at this point, to thank our Treasurer for all her hard work and our driving scheme co-ordinator for all the tremendous work he does. Also I would like to thank our Vice Chair, Deputy driving scheme co-ordinator and our relief driving scheme co-ordinator for their work and lastly, our new Secretary. My thanks also to Meg Rawden, our previous Chairperson, who has now retired from the PPG.

So a new chapter begins and I hope that together we can build on what we have become and be an even more effective group. Our Practice has achieved the only 'Outstanding' rating from the recent CQC Inspection and we as a PPG Group have been rated as 'Outstanding' in that report. My thanks to Dr Williams and Julie who attend our committee meetings and especially to Sarah our Deputy Practice Manager for all her input. My thanks to all the Committee for all your hard work during the last two years – I think you are an amazing group of folk who give up your time so willingly to help others.

Signed: Mrs Pamela Henderson

Date: 18<sup>th</sup> October, 2016