



# PPG Chair's Annual Review 2023

*Patients making it better for patients*

Early in the year Tim, the Chair for three and a half years, stepped down from the role to concentrate on personal matters. In the absence of any volunteers, I agreed to take on the role for a period of 12 months. I'd like to take this opportunity to thank Tim for his sterling work and his continued support for me.

## Membership and meetings

At the start of 2023 there were 19 members, at the end there were 24. Eight of the members did not attend meetings. Instead, they contributed solely, but constructively, via email. Notable among the new members are a pupil of Henry Fanshaw and mothers with young children. This year's task will be to recruit members from the diversity community.

Three face-to-face meetings were held, with a wide range of topics discussed. Average attendance was 6 members along with the Practice Manager and/or her recently appointed deputy.

The communication between the Practice Manager and members has continued to be frequent, useful and meaningful.

## Activities of the Chair

My contact with the Practice Manager was generally by email throughout the year. This was two way with different topics being raised by both of us.

I attended one of the monthly QUEST sessions for staff where the GP Patient Survey results were reviewed.

Virtual Chesterfield and Dronfield PPG network meetings throughout the year were attended. These are very useful for gaining comparisons with other PPGs across Derbyshire, sharing best practices and hearing of primary care initiatives that may impact on our Practice.

The Chesterfield and Dronfield Primary Care Network (PCN) have still not made any attempt to engage with PPGs or patients. This is in contrast with some, but not all PCNs in Derbyshire.

## Practice website

The PPG continued reviewing and updating the website with only supervisory input from the Practice. Changes were also made when the Practice implemented changes. Of note was discovering the template page for Disabled Access was very limited. A new 'Accessibility' page was drawn up covering a wide range of needs.

## Social Media

Linking the PPG Facebook page to six local groups enabled us to share both our own posts and those of the Practice. This gives a potential exposure to Facebook users of 20,000 rather than just the c1,000 followers of the Practice page. The Practice also opened an Instagram account to which their Facebook posts are automatically shared.

Through more use of the PPG's Facebook page (posts are always shared by the Practice) there has been an increase in followers.

## Practice Newsletter

The PPG continue to produce this on behalf of the Practice. The Practice and PPG agree the content and production follows guidelines developed by the PPG.

## GP Practice Survey joint analysis

The Practice manager and the PPG Chair reviewed the results of the annual GP survey and subsequently with the PPG members via circulation and the September PPG meeting. This was to help understand patient



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priorities with regard to patient services. The PPG were pleased with the Practice being in the top ten in Derbyshire.

## Appointments

The PPG influenced the decision to re-introduce on-line appointment bookings and assisting with testing when it went live.

## Appointment Survey

In August we undertook, at the Practice's request, a survey of patients on the appointment booking process. This elicited a rating of between satisfactory and good.

There were a significant number of comments, including some suggestions for improvements but also questions and complaints. These were reviewed with the practice. The improvements suggested could not be taken forward due to restricted resources. It was identified that there was a poor understanding of the process. A communication exercise will be conducted next year.

## Other activities

Members of the PPG attended a McMillan coffee morning run by the Practice at the surgery. Patients were approached to promote the PPG and leaflets handed out. Disappointingly, this did not attract any new members.

A PPG member was part of a subgroup that developed a Derbyshire wide PPG survey. This was completed by the Practice and PPG with both independently assessing our working relationship as 'Good'.

Whilst reviewing accessibility to the Practice it was identified there was no signage at the car park entrance for the two disabled bays. The Practice have replaced the signage that was taken away some years ago.

## Summary

The Practice continues asking the opinions of the PPG and the wider patient population. PPG members are more frequently offering their professional skills and energies to help the Practice in a voluntary capacity. The PPG and Practice are reflecting the Practice's strapline '*Working together for better health*' in line with its NHS contract requirement to obtain and be influenced by patient feedback. The PPG does not doubt the Practice's commitment to even greater engagement.

## Agenda direction for the coming year

To extend the diversity of the membership, develop links with Dronfield Henry Fanshawe 6<sup>th</sup> form and obtain wider patient views on what is important to them regarding patient services.

**Andrew Walker**

Dronfield Medical Practice PPG Chair

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