

## PPG CHAIRMAN ANNUAL REPORT 2014

With fliers produced by the PPG and personal approaches to patient attending the surgery and specialist clinics, strenuous efforts have been made to extend the membership. Particular attention has been given to recruit people less than 40 years of age where the group is under represented.

There is a notice board in the reception area for the exclusive use of the PPG. This is constantly updated with information on "Focus days and events" when specific medical problems are highlighted. During the year these have included awareness days on breast, bowel and male cancer. All events were managed by the PPG.

The practice provides support and facilitates the bi-monthly PPG meetings. The date and time being displayed in the reception area on the Jayex display board, this having the attention of patients waiting to see a doctor.

As the premises are leased the PPG is restricted in when it can meet. Opening and closing times are influenced by the leaseholder. This also affects the practice, although efforts are made to have appointment times suitable for people in full-time employment.

An annual survey seeking the views of patients is undertaken. The target is to reach 5% of the patient list. Members of the PPG conduct the survey and the results are discussed with members of the practice at PPG meetings.

An application for funding was made by the PPG to the Community Development Fund. This was successful and when received will be used to purchase a free standing notice board, printer and laminator, thus allowing the PPG to produce posters and leaflets directly applicable to the patient profile. Currently discussions are on-going with the CDF as after initial approval, payment of the grant has been delayed due to differences in interpretation of the criteria.

In addition to personal visits to the surgery, appointments are received by telephone and email.

After repeated complaints from the PPG on behalf of the practice and patients the Estate Management Department finally put up new signage and re-painted lines on the car park to clearly define the one way system and parking areas.

The results of the latest patient survey support the findings of the Royal College of GP's that practices are suffering extreme demands without sufficient GP's and funding to match. The college uses the word 'extinction' to emphasise the urgency of the situation. The PPG applauds the efforts of the practice to address the problem with the establishment of an advanced nurse practitioner post.