



PPG Chair's Annual Review 2022

Patients making it better for patients

Membership and meetings

At the start of 2022, there were 14 members at the end of the year there were 19. Four of the members did not attend meetings. Instead, they contributed solely, but constructively, via email or in one-to-one discussions with the Chair. While we would prefer more patient involvement, current membership is broadly in line with the Practice's population demographic. In the summer, we appointed Emily Mellor as Vice Chair, relieving the Chair of some of the pressures associated with running the PPG. We very much appreciate her in this new role.

Due to the ongoing Covid-19 pandemic, two meetings held this year were conducted virtually via Zoom with six and seven members attending respectively. The October and December meetings have both been face to face. We have adopted a greater Q&A format for meetings, replacing the formal agendas previously used and increasing the involvement of all those attending. Occasional attendance from Practice partners has been particularly appreciated. The communication between the PM and members has continued to be frequent, useful and meaningful.

Activities of the Chair I attended three or four face to face meetings with the PM as well as conducting several phone conversations on various matters. Virtual PPG network meetings throughout the year were also attended. These are very useful for gaining comparisons with other PPGs across Derbyshire and hearing of primary care initiatives that may impact on our Practice. I am championing the development of a PPG survey for use across Derbyshire to better allow us to compare and share good practice to increase patient engagement in GP Practices as is now a legal not just contractual requirement.

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

I also continued as a lay member on the Joined up Care Derbyshire (JuCD) Engagement Committee, now called the JuCD Patient Partnership Committee (PPC) which aims to validate the level of citizen engagement in health and social care decision-making.

I continued to work with the NHS Derby & Derbyshire Clinical Commissioning Group (D&D CCG), now JuCD Integrated Care Board (ICB), in developing an [online platform similar](#) to Facebook but specific to NHS and social care services. Our PPG successfully piloted its use by Practice patients who access the internet, to provide views and ideas about the Self Help Kiosk proposed by the Practice. This facilitated much broader patient opinion than our current level of PPG membership can provide while reducing time-consuming levels of canvassing and collation of views and information by the Chair. Progress on this project continues to be badly affected by an ongoing drain on JuCD ICB resources, and to some extent our own (PPG).

Practice consultation regarding use of health Kiosk This was a very successful engagement using both the above referenced engagement platform and the Next Door social media platform. This was a joint initiative with JuCD, the Practice and led by the PPG. Nearly 200 views were obtained, including those not using social media. This is the highest known response to a consultation in a GP practice in Derbyshire. The Practice were influenced by the results (very favourable) and whilst not able to proceed at present, they are still seeking funding and if it proceeds will take into account the feedback regarding installation and use.

Enhanced GP Services Access in Dronfield The Practice and PPG worked together to promote completion of this survey. Our PCN failed to consult on this important matter (not even promoting the survey) but as the PPG and Practice became aware of the survey we promoted it on social media. How many Dronfield patients respondents there were is unclear but is believed to be significant. How the results are being used to influence decisions is something I am personally championing in my role on the JuCD PPC.

DNAs The PPG was and continues to be actively involved in the review and implementation of a revised process and communication of the Practice policy regarding patients who repeatedly do not attend appointments.



PPG Chair's Annual Review 2022

Patients making it better for patients

Practice website The PPG, with specialist volunteer input, analysed and reported on the Practice website performance and advised on its re-design. New members have taken on the role of identifying errors and potential improvements and are already making significant improvements to the content and layout with only supervisory input from the Practice.

PPG thanks to Practice team PPG members presented confectionary, fruit and flowers to the Practice team in appreciation of their incredible efforts during and post pandemic and specifically to show support following further unacceptable patient abuse associated with the Lloyds pharmacy ad-hoc closures. The PPG originating Facebook post had a reach of over 3000 and over 858 interactions (comments, likes etc).

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 October PPG meeting. This was to help understand patient priorities with regard to patient services.

Other activities. Two PPG members helped test the flu booking text messaging system; the PPG helped the PM gather patient views on Patient equality in the Practice and NHS Urgent Treatment centres in support of a question posed to the PM from the NHS; the PPG has with Practice support, tentatively started using FaceBook in support of Practice communications; with the support of the Practice the PPG have produced an induction pack for new members that the Practice is considering using with new staff starters; the PPG selected the waiting area displays from the student artwork competition for display in the Practice.

Planned This includes: the development of the engagement platform, the continued updating of the Practice website; developing links with Dronfield Henry Fanshawe 6th form; obtaining wider patient views on what is important to them regarding patient services; feeding in to the reinstating of on-line bookings

Summary The Practice continues to increasingly asks 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

The Chair will request PPG members' approval the following:

1. Closer working with Dronfield area, PCN area and JuCD PPGs to share good practice
2. Greater patient population representation and volunteering to improve Practice services
3. Continuing to hold to account the Practice and allied services to the JuCD 5 year plan commitment to '*Design health and care services to meet the needs and wants of the people who use them, not the organisations who provide them*'

Tim Peacock

Dronfield Medical Practice PPG Chairperson

16 December 2022

eMail: dmp.ppg@gmail.com