



# PPG Chair's Annual Review 2024

*Patients making it better for patients*

## Membership and meetings

At the start of 2024 there were 24 members, at the end there were 20, including 1 new member. Eight of the members did not attend meetings. Instead, they contributed solely, but constructively, via email.

This year meetings were set for every two (rather than three) months. Sometimes there were insufficient agenda items to warrant a meeting and these were cancelled. Next year we will revert to meeting every three months. 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 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 by email, phone and face to face throughout the year. This was two way with different topics being raised by both of us. Principally, discussions were around changes to the appointments system. The changes have proved beneficial to both patients and the Practice.

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.

I conducted an accessibility review. I asked for a sign on the toilets door indicating where the accessible toilet is located. Also that there was signage to the disabled parking bays in the practice car park, this had apparently been removed some years ago. Both implemented.

## 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. Major changes were made to the format of the Appointments page by me following feedback from some patients.

When conducting my accessibility survey I noted information was short on the web site and introduced a new accessibility page.

## Social Media

Previously linking the PPG Facebook page to six local groups has continued to enable 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 number of followers of the PPG Facebook page has increased further.

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

## Appointments



# PPG Chair's Annual Review 2024

*Patients making it better for patients*

---

There was a period when a number of GPs were on annual leave, sick leave and compassionate leave at the same time. The Practice Manager consulted me about their proposal for a waiting list before implementing it. I raised concerns that it may be difficult to catch up and possibly make it difficult for new requests to be satisfied during this period. The Practice managed to avoid this by diverting medical resource to those on the waiting list but there was a significant impact on the clerical staff.

## Other activities

### 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

18 February 2025

email: [dmp.ppg@gmail.com](mailto:dmp.ppg@gmail.com)