

Dronfield Medical Practice PPG Annual Review

A - Practice and PPG Outline

The Practice population is approximately: 10,500

About the population demographic: 19% are aged 70 or over. Predominately (95%+) white British working and middle class. Less deprived than England average, (mostly in IMD deciles 7-9)

Number of PPG members: At the start of year there were 20 members, at the end there were 19, including 4 new members. Five of the members did not attend meetings. Instead, they contributed solely, but constructively, via email.

Number of PPG members/volunteers active outside of just attending PPG meeting: 4

Number of PPG meetings held in last year at which there was Practice representation: Four 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. There have been several ad-hoc 1to1 meetings and telephone conversations between the Practice Manager and the PPG Chair or Deputy Chair

Meeting notes available on request.

B How Patients and the PPG have influenced Practice Decisions

PPG Chair 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.

We were concerned that some people would need help to download the NHS App and learn how to use it. After research I found the Derbyshire Citizens Advice Bureau provide training courses and pop in help. For Dronfield that is Fridays at the Library. **This information has been included in Practice promotions**.

The Practice needed to **introduce a new text message to be sent to patients** in a particular circumstance. The Practice partners suggested the PPG were involved in its format. This was drafted in one of our regular meetings with the Practice Manager and subsequently implemented.

As the surgery is open for ten and a half hours each day staff do not work the full week. Dedication to the PPG is such that the **Practice Manager changed her time off to always be available for PPG meetings** when we proposed holding these on different days of the week to give more members the opportunity to attend.

The Practice **changed the timing of the call back message** following feedback from the PPG.

C Areas where patients/PPG have supported the Practice

(not critical to statutory/contractual requirement but they do indirectly assist engagement)

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.

Recruitment still continues to be difficult. For the Flu Clinics I **designed a flyer promoting both the PPG and NHS App**. These were handed out to each attendee. This did result in one new member!

Following the sad loss of Stubly's PPG Chair the group collapsed. Their Practice reached out to me for **information on how our PPG was run and ideas for recruitment**.

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Promotion in public is difficult for a single Practice as you cannot easily identify your own patients. I **created a group with the other three Dronfield practices PPGs** to try and develop a joint marketing strategy. One of our **PPG members kindly provided a web site**, from my initial ideas, containing details of each Practices PPG web page and contact details. This web site was then published on flyers and Facebook. Suggestions / contacts for local groups who can be approached are still needed.

The PPG continued **reviewing and updating the website** with only supervisory input from the Practice. Changes were also made when the Practice implemented changes. I produced an Appointment Q&A page with the help of members and the Practice.

Previously linking the PPG Facebook page to six local groups has **continued to enable me 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 circa 1,000 followers of the Practice Facebook page. The number of followers of the PPG Facebook page has increased further. The PPG has also **fed back patient PPG page posts to the Practice**.

The PPG has sent representatives to the **Primary Care Network engagement forum** to establish the group as the patient body to influence primary care services delivered through that organisation.

D Overall Self-Assessment

PPG self-assessment of the effectiveness of our PPG at ensuring the patients' opinions influence the Practice's decision-making during the past year is:

Outstanding	Good	Needs Improvement	Inadequate
<input type="checkbox"/>	√	<input type="checkbox"/>	<input type="checkbox"/>

The Practices self-assessment (where available) of the effectiveness of our PPG at ensuring the patients' opinions influence the Practice's decision-making during the past year is:

<input type="checkbox"/>	√	<input type="checkbox"/>	<input type="checkbox"/>
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PPG Chair Summary

The Practice continues asking the opinions of the PPG and the wider patient population. 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.

E Priorities for the coming year

- I. To resurrect the Practice Newsletter through recruitment of PPG members with these skills and enthusiasm.
- II. To extend the diversity of the PPG membership.
- III. As part of the above, progress the Dronfield area Practices trial student PPG sub group with Dronfield Henry Fanshawe 6th form to obtain student age patient views on what is important to them regarding patient services.
- IV. Obtain wider patient views on what is important to them regarding patient services.

Drafted by the PPG Chair Andrew Walker 5 March 2026 Approved by PPG Chair 10 / 03 / 2026

Approved by Practice Manager: 10 / 03 / 2026