

**KIRTON IN LINDSEY SURGERY PATIENT PARTICIPATION GROUP**

**ANNUAL REPORT FOR YEAR 2016 – 2017**

**1. Membership and Role of the Group**

**(Chairman)**

**1.1. Committee Membership**

Mr John Watts	Chairman
Mr Peter Hinks	Vice Chairman
Dr Michael Pettifor	Secretary
Mr Daniel Michael Holmes	
Mrs Sue Brown	
Mrs Betty Evans	
Mr Jonathan Harper	
Mrs Lynda Christie	*Resigned March 2017
Mrs Lucy Puczyllo	*Resigned April 2017
Andy Clifford attends meetings as Practice Manager	

**1.2. Role of Group**

The primary roles of the group remain unchanged and are shown below:

- 1.2.1.** To seek feedback from patients on service development and provision, to inform and influence practice decision making, ensuring services are responsive and seek to continuously improve.
  
- 1.2.2.** To be a 'critical friend' to the practice by providing feedback on patients' needs, concerns and interests and challenging the practice constructively whenever necessary.
  
- 1.2.3.** To support the practice to communicate with the patient population.

- 1.2.4.** To assist the practice and its patients by providing information about local groups and support services.
- 1.2.5.** To support the practice in helping patients to become more informed about their health care options.
- 1.2.6.** To support locality Clinical Commissioning Groups (CCGs) to gain feedback on healthcare and social care services to inform local commissioning decisions and planning.
- 1.2.7.** To build relationships with other PPGs and user-led groups in the area. e.g Local Healthwatch, community and user-led groups.
- 1.2.8.** Give feedback to and participate in local and national consultations.
- 1.2.9.** Membership is open to any patient of the Practice

## **2. Practice Merger**

**(Andy)**

All patients will now be aware that following extensive discussions the Practice has submitted a formal application to NHS England to merge with the Hawthorn Surgery in Scotter. The PPG Committee has been kept informed of progress with the merger discussions and application during the committee meetings throughout the year. PPG Support was provided to the Practice during the public consultation period in January and February this year, to help raise awareness of the merger and ensure that patients had an opportunity to feedback their views. An independent report on the consultation is expected to be published shortly and will be used by commissioners to ensure patient views are taken into account when deciding on whether or not to allow the merger. An announcement regarding the merger decision is not expected now until after the General Election on the 8 June.

## **3. SMS Text Messaging**

**(Andy)**

Over the past 2 years the Practice has been developing an SMS Text messaging service to help communicate with patients. This was initially introduced as a service to help remind patients of appointments booked at the Practice, to help reduce missed appointments, but also has the potential to reduce significantly the amount of telephone calls both to and from the Surgery for a whole host of routine issues including: test results, vaccination reminders, appointment cancellations, patient feedback etc. With an estimate of 93% people nationally now having access to a mobile phone and only about 30% of patients currently signed up at the Practice to use the service, SMS Text messaging has huge potential to not only help reduce

missed appointments at the Practice and make these appointments available to those that need them, but could also help to free up the Surgery telephone lines to deal with more urgent issues and improve communications at the Surgery. The PPG is continuing to help and Support the Practice in raising awareness of this service and to actively encourage patients to sign up and use the service.

#### **4. CQC Inspection (Andy)**

4.1. The Care Quality Commission (CQC) is the independent regulator of health and adult social care in England. They make sure health and social care services provide people with safe, effective, compassionate, high-quality care and encourage them to improve. They monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and publish what is found, including performance ratings to help people choose care.

4.2. The Practice was inspected by the CQC in March 2016 and the report was published at the end of May 2016, with the Practice achieving an overall grading as Good. The PPG took an active role in the CQC inspection and provided feedback to the CQC inspection team. The findings of the report were presented to the PPG by Dr Padley who confirmed that recommendations from the report had been implemented. The full report can be accessed via the Practice website.

#### **5. Surgery Grounds (Mick Holmes)**

The PPG has continued to help keep the surgery grounds tidy and in good order as required throughout the year. Activity has included: Grass cutting; weeding; litter picking and leaf sweeping; maintenance of benches and exterior notice boards; Rock salting

#### **6. Communications (Peter, John and Sue)**

6.1. At our last annual meeting the main item for discussion was "Communication", especially with those members of the practice who had no access to computers. This was hoped to be a Quarterly publication and we would initially distribute these via the surgery, chemists, library and anywhere else that would place these on their counter. We have to date produced 1 edition this year (January) and are looking to produce another edition shortly (when, hopefully we will have more information about the proposed merger to communicate)

6.2. The Newsletter is available to read on the Surgery website in the Patient participation section

6.3. We've also had articles published in Kirton First; Nutshell; Scotter Life; Gainsborough Life and will continue this input to maximise our communications in the area. We will include the surgery website and Facebook details in all publications

## **7. Outside Meetings attended by Committee Members**

### **7.1. Patient Participation Chairs Meetings**

During the Year, the Chairman and Vice Chairman attended the Patient Participation Forum Meetings which are held jointly by The North Lincolnshire Clinical Commissioning Group and Health Watch North Lincolnshire, for the chairpersons and representatives of the local PPGs. These meetings are normally held quarterly, are a discussion forum to allow your representatives to share views with other PPG committee members and a speaker on current health matters.

7.1.1. The April meetings speakers were on the General Practice Forward View and Primary Care developments and the North Lincs First (Accountable Care Partnership) - The New Models of Care Team

7.1.2. During the June 2016 meeting, the proposed changes within The General Practice Forward View was discussed. Ian Reekie (Lay Member North Lincolnshire CCG) said this report had been well received in the medical sector but had received criticism from elsewhere for not being inspirational enough. He asked for the views of the group members. Concerns were raised by the group who thought that the additional money was not enough to keep running an unsustainable NHS and that processes needed changing to improve efficiency. The group decided they would like to make direct representation to the local MPs about the issues discussed, and it was decided that the group would like a special meeting with the local MPs to be arranged.

7.1.3. Nick Dakin and Martin Vickers (Andrew Percy was unable), met with members on the 30<sup>th</sup> September to discuss our concerns.

### **7.2. PPG Conference**

This full-day conference was held on the 4th November 2016 at the Brumby Resource Centre, Scunthorpe and was attended by Sue Brown for the committee. There was a varied programme including: -

7.2.1. The important role of general practice in promoting prevention and self-care

7.2.2. GP Practice inspection and the role of PPGs

- 7.2.3. The implementation of the General Practice Forward View
- 7.2.4. How NICE can support quality improvement in general practice
- 7.2.5. A practical workshop on patient representation
- 7.2.6. Service integration across the local health and care system
- 7.2.7. The growing importance of practice, community and parish nursing
- 7.2.8. The development of a primary care strategy for North Lincolnshire

**8. Patient Questionnaire (Peter)**

Last year we carried out a successful patient survey that was publicised at the last annual meeting and widely in the practice. It is intended to carry out a further questionnaire following the results of the current activities examining the merger of the Kirton in Lindsey and Scotter surgeries.

**9. Practice charter (Andy)**

As part of the PPGs role to help the Practice communicate with patients, a Practice Charter has been co-developed between the PPG and the Practice. The aim of this is to provide information to patients regarding the philosophy of the Practice and advise how to access services. Details of the Practice Charter are available on the PPG notice board in the entranceway to the Surgery and via the Practice website

**10. Appointments Access (Mike)**

A notice clarifying the Practice appointments system has been produced to help patients understand procedures for booking routine and urgent appointments. These are displayed on the PPG notice board at the entrance to the Surgery and at other community locations (chemist, Library etc)

**11. PPG Facebook page (Jon)**

In an effort to boost awareness of the patient participation group and its work, we set up a Facebook page. The page is used to share PPG news and announcements, such as the dates of meetings, and also to share wider health related news items which might be of interest to patients.

## **12. Primary Care Chaplaincy**

The work on the Primary Care chaplaincy has unfortunately been stopped following the funding being no longer available.

## **13. Notice Board**

**( Mike)**

The PPG continues to take responsibility for the main Practice notice board, located in the Surgery entranceway, ensuring that the content is updated regularly.

## **14. Review of Constitution**

Copies of the constitution will be available at the AGM for discussion and an e-Version is available on the surgery website

**Mike Pettifor**  
**(Secretary for the Kirton Lindsey PPG)**  
**15 May 2017**