Annual report to the PPG AGM 8th September 2020.

The year started on a quiet note with the members progressing ongoing initiatives from previous months.

During July the display sub group liaised with Louise Potts on a story board for a flu display for the waiting room, encouraging patients to attend the surgery for their flu vaccination and a further display informing patients of a number of over the counter medications no longer available on prescription.

All members were involved with the responses to the CQC Annual Regulatory Review from a patient perspective before being submitted by the practice.

We were updated by Rachel Hurst, the Practice Services Manager, that the new Primary Care Network (PCN) for Leek and Biddulph was in place from the 1st July 2019 with Dr Briscoe appointed as the Clinical Director. The first Board meeting of the PCN was held 4th September 2019

Our September meeting was informed the Flu Display would be in place on the 4th September and would include the 6 reasons to come to the practice for vaccination.

The new disability group, formed in response to the CQC review to look at meeting the needs of patients with a range of disabilities, reported initial thoughts and ideas.

Discussion was held regarding the Annual Patient Survey, it was proposed a similar format to previous years but focussing on specific topics i.e. the impact of the new reception area and the effectiveness of the waiting room displays over the past year. Roy presented the first draft of the report at the October meeting with minor amendments suggested, this year instead of conducting the survey at the flu clinics it was decided to involve PPG members attending the practice on normal week days to enable a wider range of age groups to participate. Two weeks in November were identified.

The Primary Care Network recruiting for a Social Prescriber and Pharmacist anticipating their being in post for late autumn 2019. The Locality Group have requested consideration for a patient representative to attend PCN Board meetings.

Members also assisted with the flu clinics held during October 2019

Disability and Display groups continue to meet developing Staff Help Cards and further display materials for the waiting room, with Kathy continuing updating the “What’s on Locally?”.

At the December meeting we welcomed Victoria Lockett the PCN Social Prescriber who described her role within the 5 practices {see Dec minutes) The PCN now has an information/promotional leaflet designed and produced by Dr Briscoe and LS and RH assisting in developing display material for the launch in March 2020.

The February meeting Roy presented the finished Patient Survey report an excellent document enhanced by the comparisons to the previous year’s report. Thanks to Roy and Jen, we have been asked to share the format with the remaining PPG’s in our locality group.

March saw all PPG members being invited to a PCN networking event held at Horton Village Hall, this was for Practice Staff and PPG members across the five practices and organised by the PCN board members.

The 10th March the public launch of the PCN was held at St Luke’s Church Leek for the Leek Practices. The pull up displays describing PCN /Practice staff roles were on display along with Practice and PCN staff talking about their roles. Thanks to the PPG members for their assistance on the day. The Biddulph Launch 17th March cancelled due to the lockdown.

I would hope you are all as well as can be expected after the long period of lockdown, some of you possibly shielding and now socially isolating. I would like to thank Bas and Rachel for their support in our effort to keep you up to date.

I had no experience of Zoom or Teams at the beginning of lockdown but hope our effort in sending out the regular updates and newsletters have helped keeping you in touch. Rachel kindly organised Teams meetings for June and July and August, it was good to see those who could join us, those who couldn’t be with us had the notes as soon as possible after the meeting.

Moorland Medical PPG appears to be the only one of the 5 PPG’s meeting regularly, the Locality Group has been using Zoom but currently the meetingsare suspended.

Every member of our Patient Group is valued for their diverse knowledge and experience they bring to the group, your appointed officers and Practice staff are proud of your achievements and appreciate the time you have spent volunteering through the year in whatever capacity.

A big thank you to the Practice Doctors and Medical staff who make time to attend our meetings bringing their perspective into our meetings.

Moving forward our meetings are likely to continue remotely for a while and I hope all members will send in any topics they feel would be useful to share and those who can’t meet electronically will respond to the meeting notes we distribute.

The PCN have accepted the Chair of Locality to attend the Board meetings (currently that is me). Ian Robbins (Deputy Chair), Bas and I have been working closely with the PCN Business Manager to devise ways for the PPG members to become involved in wider community engagement within the practice.

I have thoroughly enjoyed my year learning new skills with remote meetings, I am happy to continue as Chair but, as Val who has supported my nomination reminds me, I was going to step down this AGM.

If anyone of you would wish to take the chair happy to pass the baton. I feel the coming months with the rapid expansion and development of the PCN will create exciting opportunities for our PPG.

Thank you

Lesley

1st September 2020