

# WILSDEN MEDICAL PRACTICE PATIENT PARTICIPATION GROUP

## ANNUAL REPORT 1ST APRIL 2017 TO 31ST MARCH 2018

### PPG MEMBERS

Margaret Andrews, Anita Booth, Ian Cartwright, Judith Fenton, Jenny Finn, Sylvia Fisher, Jamie Harrison, Gillian Leather, Jenny Lightowler (now resigned), David Moore, Wendy Parkin (now retired), Trish Smith, Chris Stephenson (now resigned)

### Roles and responsibilities of the Patient Participation Group

Being a critical friend to the practice  
Advising the practice on the patient perspective, providing insight into the quality of services  
Encouraging patients to take responsibility for their own health  
Carrying out research into the views of those that use the practice  
Organising health promotion events and improving health literacy  
Engaging and working with the practice  
Keeping PPG Minutes  
Keeping PPG Accounts  
Finding and circulating relevant information  
Linking with other Local PPGs  
Information from the local NHS governing Body—Clinical Commissioning Group  
CCG required surveys

### Work undertaken over past year

Annual survey of the lower sixth in three local secondary schools to obtain feedback from the students as to their perception of the practice. Also inviting young people to join the PPG, so it can be more representative of the practice population.  
Telephone Survey after the system was upgraded to establish whether improvements had been made.  
Assisting with the flu clinics in all locations, guiding patients through the system.  
Devising a survey in the practices inviting patients to give their views on the areas that had declined in the national survey.  
Continuing to keep our notice boards up to date and weekly replenishment of magazines in both waiting rooms.  
Welcoming people from other patient groups to our meetings in order to share ideas.  
We have 'comments' boxes at both surgeries and we would encourage patients to use them. We forward comments to the appropriate people but can't give feedback if done anonymously. We get positive, negative and constructive comments.

### Future Planning

To work with the practice staff to continuously improve the quality of services.