

# **Baslow Health Centre Patient Participation Group**

## **Annual Report 2015**

The PPG continue to work with the practice to make improvements for the benefit of both patients and practice staff. PPG membership has increased from 38 to 54 and the average attendance at committee meetings has been 8 out of a possible 10. Targets set for the year were to improve the following: review the improvements in the booking of appointments, improve the patient experience, highlight issues around public transport, and improve communications and the involvement of younger patients by establishing social networks and increasing the virtual membership.

A follow-up survey was conducted to assess the effectiveness of the changes made to the appointments system. The responses were encouraging as the vast majority of respondents had noticed a change for the better.

The PPG was pro active in encouraging the patients to respond to the County Council's public transport system. The County Council has taken note that the public rely on their buses and have found some funding to continue to subsidise the rural routes.

The PPG also encouraged patients to respond to the planning application for a pharmacy on Church Street. The application was subsequently refused.

The second PPG / Practice Newsletter was published. 600 hard copies were distributed in the Baslow, Calver and Curbar areas, thanks to PPG members and the ubiquitous WI. Over 400 were sent out by e-mail to PPG members and those patients who have given their e-mail addresses to the surgery. This was well received and verbal feedback indicated Patients were interested in practice developments. Many responded to the request to directly lobby for bus services and to object to the proposed pharmacy. Work is ongoing to bring out the third newsletter in the near future

A patient with expertise in social media has been meeting with the PPG and the practice with a view to develop Facebook and Twitter accounts in order to broaden the communication possibilities and obtain feedback from all ages.

The PPG continues to play a part at a local and national level as part of the Dales PPG Network meetings and the National Association for Patient Participation (NAPP) by attending their annual conference and making a contribution to "Developing a Quality Patient Participation Framework" which was commissioned by the NHS. We are also contributing to the North Derbyshire Clinical Commissioning Group through the Dales Stakeholders Forum meetings and the consultation meetings planning for the "Joined Up Care" project.

Following an article in NAPP's "Patient Matters" magazine the practice has resumed recycling unused medicines which are then distributed to third world countries. There are many limits on which medicines can be recycled, but the practice will sort and destroy returned unwanted medicines.

The PPG has compiled a list of patients who are prepared to deliver emergency medicines to patients unable to collect them personally. Further volunteers are needed for this. Contact [kmaslen@aol.com](mailto:kmaslen@aol.com) to volunteer.

It has been encouraging to see a growth in input and feedback from the virtual members this year. Thanks must be given to those PPG members and other patients who have contributed this year through taking part in the appointments follow up survey, raising issues and attending meetings.