I took over as Chair of the PPG in May and we would like to thank Moira for being Chair for the past 3 and a half years. She continued on as Chair under difficult personal circumstances. It is with great sadness that her husband Ray who was a committed and longstanding PPG member passed away in May. Moira is dedicated to the PPG and led by example. We are pleased that Moira has remained a member and continues to offer us valuable experience.

This year the PPG has seen a significant change with our relationship with the Surgery .This has made a tremendous difference and helped the PPG to be reinvigorated. We now have an allocated GP who attends our bi-monthly meetings and our minutes are now an item on the agenda at GP Partners meetings. The Surgery are building up trust with the PPG and we are getting more involved by helping out in the Surgery on occasions, being a critical friend and providing feedback to the Practice about patient’s needs and concerns. Actions are now logged and changes are being made for the benefit of patients.

The PPG has grown from 8 active members to 28 this year but we are still looking to recruit more people and to have members that represent all ages and ethnicities. Our Surgery has 22,000 patients and so we still need to build a stronger PPG.

We started the year by holding our Wellbeing Event in October which unfortunately was not well attended and this was followed by having a presence at the opening of St Crispin’s Community Centre.

During the summer we attended both the St. Crispin’s and Duston’s Summer Fetes to recruit new members, promote the surgery and to gather feedback. We also provided 90 hours of voluntary help in the Surgery making people aware of the changes with the repeat prescription ordering and promoting the online services. The increase of patients online has increased in one year by 43% to 8037. We have also provided a further 36 hours of volunteering at the flu clinics to help reduce the queues in reception by helping patients sign in. It has been useful to be able to help patients, to answer some of their questions and also to gain some feedback on what issues patients are having. We continue to sell books in the waiting room and at present have £631-90 in funds. We continue to place articles in the local magazines which helps to pass information out into the community. We have supported the surgery with showing the CQC the improvements that have been made for patients recently and although further work needs to be done the Surgery is much improved and going in the right direction. We have lactively been looking at providing some activities in the Community to help improve people’s wellbeing. We have worked with the Council to set up two Healthwalks and these started in September 2018. We are setting up a Book Club which will begin in January 2019 and we are now looking at running a coffee morning next year. As the PPG grows then we will be able to offer more activities and events improving the relationship between the Community and the Surgery and providing a link between the two.

Behind the scenes we have worked with the Surgery to list the locums names for appointments so that patients have a better chance of seeing the same doctor, helped to update the patient booklet and website and to set up a Facebook page. Some members took part in helping out with the NHS telephone survey to patients. Trying to improve the telephone access is always a challenge but the Surgery now has telephone options available and clearer messages on the phone system. Patients can see from the action log everything that has been done and what is on the list to be done.

We attend the Northampton Patient Engagement Group which keeps us up to date with what is happening with local NHS issues and links us with other PPG groups to learn from each other.

The PPG could not have asked for anything more from the Surgery and we look forward to building more bridges over the next twelve months. It has been shown that a good Surgery also has a good PPG and so we both need to continue to develop to make sure that we can improve our Surgery for the benefit of everyone The achievements from both the Surgery and the PPG should be commended and I would like to thank everyone for their support in making this happen. We look forward to continuing to work together in the coming year.

Sue Hoyle

(Chair}

Healthwalk Report November 2018

The St. Crispins/Duston Healthwalk has been running since mid-September with its highest attendance of 12 and the lowest at 5. The PPG has been excellent in both providing walkers and advertising the walk and those attending have been keen walkers.

We are hoping to diversify more in the future and look forward to direct recommendations from the Surgery as we are fully able to offer different lengths of walk (currently 45 minutes to 1 hour at a steady pace) to accommodate most levels of fitness or disability.

Clive Rockell

PPG member and healthwalk leader.