

Annual report to the PPG AGM 4th June 2019

I would like first to thank all members for their contributions to the many initiatives achieved during the past year.

During autumn, four sub groups were set up, the first was tasked with producing our new logo and recruitment leaflet, the second with compiling the annual practice questionnaire, the third with producing the material for the 'Health and Wellbeing' display, and the fourth group with collating the information collected by members/activities/groups around Leek.

The above sub groups achieved all their challenges and the 'Health and Wellbeing' display, the new logo, recruitment leaflet, the launch of the activities information and annual practice questionnaire were all unveiled on the same day. Members agreed a timetable to be in the surgery waiting room to encourage patients to complete the annual questionnaire, this enabled the practice to target a wider age range of patients.

During October members assisted with the flu clinics.

In November, the waiting room display was changed to focus on falls. The update of activities has now become a monthly task co-ordinated by Kathy, who has agreed to continue the monthly update.

The coordination of the practice questionnaire and new look report was completed by Roy and his wife Jen - 400+ responses were collated.

January saw a new display in the waiting room 'Patient Online'; the purpose was to assist the practice to encourage patients to sign up to enable targets to be met. Members attended on advertised days to promote and assist with filling out the forms.

A sub group of newer members, led by Bas, reviewed the four areas of building better participation in our members pack during early spring. This has now been updated with a new look, easy to follow and added to our packs.

We were delighted to be informed the practice had been successful in its bid to transform the reception area, members were asked by the practice if we would consider supporting the building work by providing daily meet and greet provision 8am-6pm as the current reception area would be boarded off. A rota

was agreed and during the work members covered 352.25 hours. Thanks to Dave for his managing the rota and collating the hours.

A new display is now in the surgery. This is an update of last year's autumn display, this time titled 'Social Prescribing' as this is a hot topic. The display has the monthly activities update as a feature hoping to encourage patients to take a copy.

Several members have attended the CCG meetings regarding the hospital closures. Currently, we are awaiting the results of the many hours of consultation, thank you for all who attended.

The Moorland Medical PPG are well represented at the locality meeting which I currently chair.

I would like to thank all PPG members for all their support this year, to Bas, who brings lots to our group through his involvement in several health-related organisations. This means we are kept informed on many initiatives which normally would not be publicised. Many of you attend meetings other than our PPG and feedback information to keep us informed of what's happening in the health economy which may impact on patients locally.

I would particularly thank all the practice staff for the way they welcome and support us when we are in the practice and for giving us the many opportunities to have a greater understanding of the complexities of health care. I'd also like to thank the doctors for attending our meetings when they have so little time to spare

Finally a special thanks to Rachel who has supported me throughout the year and latterly Sarah who has been co-opted to give admin assistance on several occasions.

It has been an extremely busy and challenging year and we, as a PPG, have achieved so much. I am looking forward to another year with plenty of new challenges for our PPG to undertake - Primary Care Network (PCN), possible single CCG for Staffordshire and the outcome of the CCG consultation on the hospital and services.

Thank you all.....Lesley

