

## Victoria and Mapperley PPG Annual Report Dec 2023

We have continued to meet monthly as an Action Group. As a full PPG we have met four times in 2023; Dr Nightingale attended these meetings along with a representative from the management team.

We said goodbye to Nazia Rehman in March, our practice manager since September 2022. We also bid farewell to Paul Ridgewell, office manager on June 16<sup>th</sup> after 20 years service. Paul was a very valued member of staff and is very much missed by patients.

To date a Practice Manager has not been appointed due to a lack of suitable applicants. Mark Shipston an executive Practice Manager and Dr Mawji senior Practice partner provide support to Gill Crawford the Assistant Practice Manager. Stuart Bailey has been promoted to Office Manager.

We recognise times continue to be tough in the primary care sector, but as an active PPG we look forward to continuing to work closely with the Practice to provide support.

We set ourselves five Objectives for 2022/23 and I will now update you on the progress made against each of these.

### 1. Recruitment of patients to the PPG

#### Objective:

In partnership with Practice GP's and Nursing staff we will seek to recruit additional members particularly from a wider age range and ethnicity.

The effectiveness of this Objective will be judged by a review of our membership at the next AGM.

**We have made information available to potential recruits introduced by clinicians but with no success. Whilst as a PPG we haven't actively sought to recruit new members we have included articles encouraging patients to join the PPG in the Newsletters and on the website.**

### 2. Attendance at relevant network meetings.

#### Objective:

The PPG representative to attend network meetings to identify best practice that can influence our PPG and the Victoria and Mapperley Practice.

The measurement of the effectiveness of this objective will be through reports to PPG meetings.

**Cath has continued to attempt to engage with the PPGs within our PCN with no success. There have been no networking meetings available.**

### 3. Produce a practice newsletter.

#### Objective:

The PPG will endeavour to extend the reach of the Practice Newsletter from its current waiting room, Practice website access, text messaging and email distribution. This will be measured by evidence that newsletters are produced and circulated.

**Thanks to our editor Deborah Main, the PPG, in collaboration with the practice has produced three high quality editions of the Newsletter throughout 2023. These Newsletters were successfully distributed via practice waiting rooms, website, text messaging and email.**

### 4. Patient Experience.

#### Objective:

1. In conjunction with the Practice, we will monitor the appointment booking system.

Review changes and patient satisfaction at the end of the year.

**We have raised issues with the Practice regarding this at quarterly meetings**

2. With the practice ensure optimum use and frequency of text messages to help improve patient communication.

Review patient satisfaction at the end of the year.

**This has improved through the use of appointment text reminders, information regarding opportunities to become involved in research and distribution of the Practice Newsletter.**

3. Encourage patients to access information from the NHS app and the improved website when it is re-launched.

Check usage hits currently and after the re-launch.

**We have been unable to check "hits". However, we have continued to signpost these areas in the Newsletters and Practice website**

4. Support the practice to ensure that vulnerable, hard to reach patients are not disadvantaged through improved use of digital technology.

Review patient feedback at the end of the year.

**We have attempted to address this by running a Hybrid meeting with some members "zooming" into the meeting. However, we experienced some teething problems and will need to consider the viability of this in light of skill set and resources. We will attempt to try again in the New Year.**

## **5. Practice Website Review.**

### **Objective:**

Work with the practice management to put in place web resources that are up to date and fully meet patient needs.

On an annual basis carry out a systematic review of existing web content and feedback results to practice management.

**We are reviewing the website on an ongoing basis and reporting back to management.**

I would finally like to thank:

all of you, our PPG members, for your valuable contributions,  
the Action Group for your devoted input and continued support to me  
and Dr Nightingale and Gill Crawford for their positive interaction with the PPG.

Cath Verhoeven - PPG Chair

Dec 2023