

North Petherton Patient Participation Group

Chair's Report 2017 / 18

Chair's Activities March 2017 - March 2018

I represented the PPG on the Communications & Engagement Programme Group for the Sustainable Transformation Plan (STP) and attended several Engagement Events run by Somerset Commissioning Group which led to the establishment of a People's Panel and participation in various STP Workstreams. The STP Engagement Programme was paused in October 2017 and has yet to be resumed.

As Chair I promoted Self Care Week (13th-19th November) to the PPG Chairs Network meeting in October.

I have represented the PPG as a member of the Joint Strategic Needs Assessment (JSNA) Technical Working Group.

Committee Members Activities

Patient Participation Groups' Participation Group Week 5th June - 9th June 2017.

Members attended surgeries and discussed with patients their experiences and the work of the PPG. One member attended a Mother Baby Clinic and fed back mothers' views to the surgery and to the Patient Experience Team at Musgrove Park Hospital.

As a result volunteers were recruited to support the Clinic.

Flu Clinics September 2017

Committee members clerked all the 'Flu Clinics.

'Living Well' 14th November 2017

Committee members ran a morning session on Living Well at North Petherton Connect in support of Self-Care Week. We were supported by visitors from Public Health and the new Carers Service provider who offered information, advice and materials.

Other Activities

During the year some members have attended the Federation PPG meetings. The possibility of a Death Cafe run by the Federation PPG has been raised and may be set up in the future.

The Group has been well supported by our Practice Manager and by our two Village Agents. We thank them for their work and wish Kate Symonds a happy retirement.

As Chair I would also like to thank the Group for all their work during the year and particularly our Secretary, Judith, for her sterling contribution to our efficiency.

The Future

One recurring issue is the size of the Group and its representativeness. Patients largely view the Practice positively and this may lessen their motivation to be involved. We might consider varying the timing of meetings and / or the development of a virtual Group in addition to face-to-face meetings.

As the NHS landscape continues to change we might also consider what other activities we could initiate to support the Practice and the patients, including some Federation wide events. In times of change the engagement of service users becomes vital and the PPG is a potentially powerful way of offering North Petherton patients a voice.