

The Crouch Oak Family Practice Patient Participation Group (PPG)

Activity Report – November 2017 (Covering a period of two years up to November 2017)

1. Title

The Crouch Oak Family Practice Patient Participation Group (PPG) provides a forum for patients where they will have the opportunity to collaborate with, and support, the Practice.

2. Membership

Membership of the PPG comprises Registered Patients of the Surgery, A GP Representative and The Practice Manager plus co-opted members as appropriate.

- a. There have been a significant number of patient retirements and resignations from the Group over the two year period without an equal number joining. Thus new Members are urgently needed from registered patients, in particular those in the 18 to 60 age groups and those with babies/young children.
- b. The current Chair is Clive Husselbury.

3. Meetings

- a. The Group meets 3 or 4 times per annum, 17.30 to 19.00 on a Tuesday, carries out occasional activities in support of the Practice, such as Patient Surveys, and also aims to hold and/or promote Health Awareness/Education events.
- b. In September 2017, a Dementia Friends Talk was held at the Eileen Tozer Centre. Attendance was disappointing. Further talks will be planned on this topic and others.

4. Other Activities:

- a. PPG members advised and assisted during the development of the new web site.
- b. Patient Surveys were carried out.
- c. PPG Members attended the Surgery from time to time to monitor queue at Reception and engage with people to try to cut the queue down, for example by helping them check-in using the electronic screens.
- d. The Chair attends meetings with other local PPG Chairs to share ideas, experiences and best practice. These are facilitated by the CCG who also use them as a forum to pass on information and obtain feedback.
- e. Chair and PPG Members support CCG requests for information, input to initiatives, etc.

Clive Husselbury, Chair

Dated: 07 November 2017