



THE MASHARANI PATIENT PARTICIPATION GROUP ANNUAL REPORT 2016

‘No decision about you without you’

The Patient Participation Group (PPG) has now completed its **9th year** and with your help we will be able to celebrate getting to 10 years which is quite an achievement!

2016 has been a mixed year for the PPG. The group continues to try and fulfil its purpose, however attendance numbers at the meetings are fluctuating and are disappointing. We need more Patients to attend meetings and actively help promote the wider aspects and aims of a PPG.

One aim this year was to get more involvement from young mothers and students. To this end, Mike Perks and myself visited Lutterworth Community College and met with some of the students wanting to pursue a career in medicine. We were well received and developed some interest among the students but unfortunately, all of them were from villages outside of Lutterworth and none came from our Practice.

Dr Masharani arranged two sessions of instruction for young Mothers to learn about child resuscitation and other emergencies for infants and young children. It was hoped that this important opportunity would lead to more interest from young mothers but, unfortunately the take up for the sessions was very small even though we advertised the course on BBC Radio Leicester.

Despite the limited response to our attempts to increase membership from these two age groups, our Virtual PPG has increased in size and we now have 345 email addresses on our circulation list albeit that some 30 email addresses that were given are rejected by whatever service provider they purport to come from. A realistic number is more likely to be 315 which is an increase of some 45 from last year. This is possibly the largest Virtual PPG in our East Leicestershire and Rutland's Clinical Commissioning Group (CCG) area.

The Practice Web Site is now up and running as promised with a section for our PPG. Agenda's and Minutes and other documents. It is our intention this year is to make full use of it, provided we get a secretary or volunteer to do it.

The difficulty of recruiting GPs continues, however the Practice has now been able to staff the sessions and has recruited more Nurses, including a Nurse Practitioner and trained Healthcare assistants to assist with appointments. An exciting and forward thinking development is the recruitment of a Senior Pharmacist to the Practice team.

The online appointment /medications system is now embedded and working well. The electronic prescription service that had teething troubles has now settled down. So, as some things settle, new things take their place and that is the ceasing of third party prescription ordering across all our Practices, meaning that prescriptions need to be generated first from the surgery as opposed to a Pharmacy.

Importantly the Care Quality Commission (CQC) Inspected the Practice in March. During a very intensive visit the CQC Inspectors met with the PPG Chair and other members to understand if the Practice had an active PPG. They also looked at our Practice Survey 2015. After a re visit which concerned some minor administration issues rather than the quality of Patient care the Practice was rated as Good.

Our Defibrillator project 'keep Lutterworths Hearts Beating' continues, no longer for investing in new machines but to fund raise for their expensive upkeep. Since Jan 2016 our units are taken to some emergency calls by East Midlands Ambulance Service (EMAS) which has resulted in the risk of more sundries being used. We have spent £246 on a battery and £63 on pads this year. We have challenged EMAS vigorously about this use and about the cost of sundries that we have to bare , however we are most concerned that when the machines are with EMAS they are unavailable on the street which is the primary purpose. The situation continues to be monitored.

We are extremely grateful to the Feilding Palmer League of Friends who have donated £1500 to assist us upkeep our machines for at least the next three years. We continue to encourage any further donations to help keep our machines working.

The PPG now finds itself suffering from a much depleted Committee so we need some volunteers to help, in the interim we have taken the decision to reduce the number of meetings to quarterly and make more use of our Virtual group.

Mike Perks our very dedicated Secretary will be standing down he says 'It is with regret, I will be standing down from the position of Secretary. Other commitments mean that I cannot commit to the PPG for this coming year but look forward to resuming my involvement with the PPG in 2018 when my other commitments cease'. We are now urgently needing a willing Patient to take up this role, some IT and 'Word' knowledge is required.

Our Treasurer Bob Harrison has also done an extremely diligent job, however he is no longer able to continue having moved to a new home in Sussex. This leaves us without a Treasurer, however we do have a volunteer.

I was looking to stand down at this AGM and this was discussed at the last meeting however, I have offered and if proposed will stay on as Chair this year until things are a little more stable and Mike returns in 2018.

My personal thanks go to both Mike Perks Bob Harrison for their hard work as without them there would have been no PPG. I also thank all members of the PPG especially those who have regularly attended meetings and also those who have signed up to the virtual PPG.

Finally as usual thanks must go to Dr Masharani and Anita Masharani and their team for their commitment and support of the PPG

Let us look forward to a successful 2017

Thank you everyone

Sue Staples Chair & Mike Perks Secretary

AGM 2017