**Adelaide Medical Centre**

**Patient Participation Group (PPG): 2024 Annual Report**

 

1. **Introduction**

The PPG is a bridge between the patients of the Practice and the staff, both clinical and administrative. We may be likened to a critical friend, or the canary in a mine, or a safety net, providing a monitoring approach to the patient experience of the practice. We are an informal group of committed volunteers. Alongside us we have an extended email group - the Patient Virtual Engagement Group (VPEG).

This report covers our work over the calendar year 2024. An overview of the PPG work and more information about what we do and how we do it are on the PPG pages of the Adelaide Medical Centre website and in the PPG “yellow folder” next to the PPG notice board.

1. **Aims**

Our over-riding aims are to:

* to help improve the patient experience of the Practice
* communicate matters of interest to the patient
* let the Practice know of the patients’ experience and make practical suggestions for improvement
* encourage patient engagement in the development of the practice.

While the work of the PPG does not to deal with individual complaints or issues , members usefully draw on their own experiences to highlight areas of good practice or of concern.

1. **The context of our work**

We aim to achieve suggestions which are : manageable, flexible, realistic, practical and reality based . There are constraints - see appendix A

The best way we can support our GPs, other clinical staff and the admin team is by being well informed, understanding and being fully mindful of the pressures and challenges that the practice team faces. Compromise is inevitable at times.

1. **PPG meetings and membership**

During the year we met 5 times - usually for an hour - twice on Zoom, then face to face. Additionally, we held one open meeting for all patients in November 2024 . This was the first open meeting since before COVID.

The Practice Manager, Belgin Bozsahin, always attends, and one partner , Dr Cathy Katz attends regularly on an “as needed” basis. As at the end of 2024 the membership of the PPG was 12 patients. Two patients resigned during the year. We would welcome new members.

1. **Virtual Patient Engagement Group (VPEG)** formerly the Patient Reference Group (PRG)

This is an email list of patients interested in Practice news and in opportunities to be more involved from time to time but who do not wish to attend meetings. In addition to emailing out information about the Practice, the group also receives local health news and information about local open or zoom meetings and other patient engagement opportunities. Currently the list is managed by the PPG chair and contact details are not shared with others unless permission has been given.

1. **Representation on the PPG**

Every year we report that in common with most PPGs, membership of the PPG is not fully representative of the practice. However, it is very much more representative of the wider patient population in the age range that takes up the most significant proportion of services: older people. We also have members with long term conditions, physical disabilities, from a BAME group, with visual impairment, carers and some younger people.

While we most certainly do not ask about, nor expect to know, individual’s medical conditions most members are regular users of the practice and provide valuable feedback.

1. **Content of PPG meetings over the year 2024 - summary**

Detailed notes of all meetings are on the practice website.

* Regular updates **about staff changes** (e.g. new staff and locum cover) and **altered ways of working** e.g. revised arrangements for mandatory **coding** (which releases GP time) and revised arrangement for speedier delivery of **repeat prescriptions, management of text messages by the Practice,**  **revised nurses’ roles**
* Potential **impact on the practice** of the development of **new housing on the Morrisons site in Camden**
* **Practice website**. PPG members contributed to and commented on the content / format and continue to do so.
* Updates on **vaccination programmes including** information on RSV (Respiratory Syncytial Virus)
* **Start well - Changes to maternity services –** consultation process
* **The changing role of Community Pharmacy Services**
* **Action plan for carers**
* Regular updates on the **work of our PCN** (Primary Care Network: Adelaide , Brookfield, Hampstead Group Practice, Keats , Park End)
* Briefing on the 2023 Public Health report on **Adolescent Health**
* Understanding the role and work of the **Social Prescriber**
* **Physician Associates (PAs):** training, supervision and scope of the role
* The Practice is mandated by NHS England , to record data about ALL patient requests. **Footfall** is the new IT platform. We were regularly consulted about its introduction and implementation
* Pilot **diabetic clinic** at the Roy Shaw centre
* **Social proscribing** and **care navigators**
* Screened cubicles for **blood pressure** machine and **breast-feeding**
* **Staff photo boards** : The wider staff team, PA (Physician Associates ) and Nurses roles
* Review of other  **noticeboards** and the possible provision of **leaflets** (latter withdrawn during COVID) which can be taken away by patients
* Feedback on **NCL ICB Primary Care Committee (North Central London Integrated Care Board)**
* **CPPEG ( Camden Public and Patient Engagement Group)** updates

The 2024 PPG action log is attched at Appendix B

1. **Patients open meeting** (November 2024)

Attendance was low due in part to bad weather. Even so this was a lively meeting with detailed presentations by Drs Katz and Miller followed by full Q&A sessions.

* **Physician Associates:** why we have them; their training ; what they can and cannot do; their close supervision
* **Practice Pharmacist:** her role and how she works with patients and GPs
* **Social prescriber:** her role and work

These three roles impact positively on the use of GP time. Detailed notes of the meeting are available on the PPG pages of the Practice website.

It was agreed to avoid winter evenings for future open meetings .

1. **Patient feedback**

Friends and family test

The chair and PPG regularly monitor feedback from patients via surveys and the Friends and Family Test (F&FT). Over a seven-month period (June 24 – Jan 25) 160 F&FT forms were submitted - see graph below showing the very positive results about how likely the patients were to recommend the Practice

108 comments were submitted: of which 94 were positive or extremely positive . There were 14 comments which were negative or making suggestions for improvement / changes because of the patient experience.

National Patient Survey

The practice scored well above the national average on all questions in the 2024 survey. There were six ratings for “Accessing the Practice”. 80-97 % of respondents rated the Practice a good or fairly good. There were another six a ratings of experience “At the last appointment” and Adelaide respondents scored us 92 -97% as good or fairly good.

 Full details of the survey results are available on the Practice website

1. **Conclusion**

The Adelaide Medical Practice is to be congratulated on the consistently high positive feedback from patients via the PPG , the F&FT ( Friends and Family Test) and the national patient survey. The PPG is well supported and valued by the Practice.

HL/Jan 25

**Appendix A**

**Constraints**

 **Any PPG work programme** must take realistic and practical account of:

* The heavy workload of the practice and the huge pressures GPs and all the staff are under
* Financial constraints
* The bombardment of directives/targets from: NHS England; NCL ICS (North Central London Integrated Care System); Camden ICB (Integrated Care Board); Objectives/targets of the of the PCN (Primary Care Network); GPs contractual requirements.
* HR issues e.g. recruitment difficulties, managing staff vacancies and illness
* The national trend for more GPs choosing to be salaried rather than being a partner of the Practice
* The national and local trends for more flexible part-time working by GPs

The above means that all patients are experiencing increasingly different ways of accessing and receiving clinical care and treatment. This subtly impacts on the work of the PPG by often reducing our scope for modifying new working practices. So, while our aims remain unchanged, our role is shifting to one of how we can best support the maintenance of good safe standards of clinical care within such a challenging environment.

**Appendix B**

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| --- | --- | --- | --- | --- |
| 1/24 | 7.2.24 | Explore making process for responding to GP text message clearer and easier e.g info about no direct reply possible + explore direct link to website  | Belgin | **Done** |
| 2/24 | 7.2.24 | Start well project (changes to maternity services ) - PPG felt public needed wider clearer consultation process. Feedback to NCL via CPPEG  | Hilary Lance Mark  | **Done** |
| 3/24 | 7.2.24 | Camden Carers strategy development + Belgin’s detailed work with Camden CarersPossible item for patients’ open meeting  | Hilary  | Agreed on basis of feedback from group members and Belgin other items for meeting had higher priority  |
| 4/24 | 8.5.24 | Practice to explore liaison with RFH Support Hub AMC nurse role supporting patients with an ongoing **Later note** AMC has an additional full-time nurse who does all the housebound patients, especially for those who have LTC and have not seen their gps for over a year. | Cathy Belgin | Not progressed with RFH – see later note – to be reviewed . |
| 4/24  | 8.5.24 | Footfall. Support for patients to familiarise themselves with the platform.Hold a PPG seminar. | VandaBelgin | Offer still availableNo PPG seminar as such but issues on agenda on regular basis  |
| 5/24 | 8.5.24 | Cathy, Belgin & Hilary to meet quarterly to enhance PPG/AMC working | Cathy, Belgin Hilary  | Happening  |
| 6/24 | 3.7.24 | School Nursing Service, Cathy & Belgin to liaise to improve communication between the service and the practice  | Belgin & Cathy  | In hand  |
| 7/24  | 3.7.24 | PPG members to draw friends’ and families’ attn to School Nursing Service where appropriate.  | All | Assumed happening  |
| 8/24 | 3.7.24 | Footfall. PPG members to give Belgin feedback about their experiences of “glitches” with Footfall  | All | Regular feedback provided and acted on  |
| 9/24 | 11.9.24 | Open meeting November. Date and topic to be agreed. Hilary will send out a list of possible date and topics . Members will be asked to indicate their preferred topic(s) and / or add their own suggestions .  | Hilary  | Done  |