


Dyneley House
Surgery

PATIENT PARTICIPATION GROUP



ANNUAL REPORT 2016



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The Patient Participation Group at Dyneley House Surgery was formed in December 2010 and has continued to be involved in a range of activities in support of the services provided by the Surgery for the benefit of fellow patients over the years. This report is therefore our fifth and gives an overview of our work and involvement over the past twelve months.

The key aims of the Group continue to be: -

- To act as a communication channel between the patients and the Surgery and vice versa.
- To give a patient's contribution to the development of new services or extension to present services or treatments.
- To help fellow patients to take more responsibility for their own health and wellbeing'
- To enable patients to give their views and comments through surveys and questionnaires on their experiences of the Surgery in order for them to be reviewed by the Surgery and where necessary and possible consider changes.

The Committee of the Group has met formally 8 times since last year's Annual General Meeting in addition to holding a number of planning and subgroup meetings. These have been attended and supported by Surgery staff for which the Group continues to be grateful.

Last year's Annual Report highlighted the news that a major programme of refurbishment of the Reception area and adjacent areas was in the final planning stages prior to the commencement of building work. This work started on the 16th February 2015, and after weeks of discussion with architects and contractor's walls were soon being knocked down, ceilings pulled down and carpets taken up. Whilst all this work was taking place alternative arrangements were made for the safe delivery of services to patients attending the Surgery.

During this period access to the Surgery was made at the rear of the Surgery from the car park and a ramp installed. A temporary Reception was set up in the “bottom waiting area and staff worked hard to provide as normal a service as possible and deserve a word of thanks for their efforts.

Early during the planning stages, the opportunity was taken to create a dementia friendly environment particularly in the waiting areas. This was achieved by contrasting paintwork between walls and doorways, solid color carpets, displays of local scenes and familiar objects. In addition, a dementia friendly clock was installed and contrasting colour toilet seats and light switches in the toilets.



This work and commitment was recognized when the Surgery was awarded top place in the Outstanding Contribution to Dementia Friendly Communities Category of the Alzheimer’s Society Dementia Friendly Awards 2015 at a ceremony in London. The following photograph shows a very proud Antony Radley, Practice Manager and Dr Kirsty Pettit receiving the award from television presenter Angela Rippon.



Patient Survey 2015

A Patient Survey was carried during April shortly after the building and refurbishing had been completed The Headline results included: -

- 86% of patients were satisfied overall with their visit to the Surgery
- 88% of patients were satisfied with the information provided by the Surgery
- 84% were satisfied with the Surgery opening hours
- 93% felt the provided by Reception was either good, very good or excellent

However,

- 23% of patients felt the Surgery could offer more privacy at Reception
- 32% were unable to see their “usual” doctor

These results have been discussed and an action plan devised.

It is planned to carry out another survey early in 2016 which will gather valuable feedback from patients of their experiences of accessing the services at the Surgery and how the overall patient experience might be improved.

PPG Week

During June 2015 the opportunity was taken to utilise the National Patient Participation Awareness Week to promote the work of the PPG at Dyneley House. Members of the PPG attended a range of patient activities and took the opportunity to launch their Health Pledge initiative. This campaign encourages fellow patients and staff to make a pledge to take a small step to improve their general health and wellbeing. It is planned to develop this initiative further during 2016. The week concluded with patients having the opportunity to look around the new facilities at the Surgery.

Health Promotion/ Awareness Activities

Throughout the year members of the PPG worked closely with the Surgery, in particular with Emma, Health Promotion Officer on a number of health promotion and awareness activities.

In June over 90 local school children visited to learn about the benefits of eating healthily and being active. During the visit they looked around our garden and planted some seeds, listened to each other's pulse and heart beats. PPG members were present to assist staff to ensure they all had an enjoyable visit.

As part of the health awareness initiatives a series of activities were arranged during Self Care Week at the end of November. These included,

- Teen Health event at Craven College
- Talk on Minor Ailments by a Pharmacist
- Health and Wellbeing day
- Carer's Market Stall event
- Talk by Dementia Friends colleagues from Keighley

These events were enjoyed by all who attended (despite some less than pleasant weather which seemed to last throughout the week!)

A second phase of this programme is some exploratory meetings have been held with the intention of forming two Support Groups –

- Diabetic Support Group in conjunction with the Diabetic Association
- Skipton Stroke Support Group

It is planned to seek patient's views on how these groups should develop during 2016. Any members interested in being involved would be very welcome.

During the last quarter of the year the Surgery ran its annual flu programme and several members helped to ensure the timetable ran smoothly and handed out the lifestyle questionnaires which are another vehicle to provide valuable patient feedback. The Surgery greatly appreciated the help given and hope it will be repeated in 2016.

National Association for Patient Participation

Dyneley House PPG is an affiliated member of the national body and has contributed to a number requests for feedback and questionnaires including supplying evidence to the All Party Parliamentary inquiry into the delivery of the Five Year Forward plan and the Survey into On Line services.

In conclusion some members have left during the year and we wish them well in all they do. We have been pleased to welcome some new members and we look forward to working together in the coming year and would be pleased to hear from anyone interested in the work of the Group.

This opportunity is taken to thank all members for their help and support through the year and also place on record the Groups thanks to all staff at the Surgery for their support in particular Antony, Practice Manager, Emma, Health Promotion Officer and Dr Kirsty Pettit who have Always been willing to answer questions and give their advice. The Group looks forward to working with the Surgery for the benefit of patients in the coming year

Barry Rogers (Chair)

Dyneley House PPG

February 2016



