

# Academy Medical Centre Patient Participation Group

## Annual Report 2018

This is the Academy Medical Practice Annual Report for 2018. The past year has been another productive year for the Patient Participation Group in their effort to continue to represent and improve communication and cooperation between the surgery and patients.

We have had three resignations from the group and three new members. We are currently sitting at 11 PPG members.

One of the members leaving the group is Gordon Snedden; Gordon was a founder member of the Academy Medical Practice PPG since October 2010. Gordon has done a marvellous job over the years of PPG Treasurer and member. Gordon visited other practices to offer support, attended conferences and workshops cascading information back to the group. We would like to thank Gordon for all his contributions to the group and wish him well for the future.

Most of this year's PPG work has been centred round the Patient Survey. PPG members handed out surveys with 340 surveys completed. The aim of the survey was to seek views about the Practice and patient experiences to help inform and influence Practice decision making.

The feedback was very encouraging and useful to the Practice and the PPG. We collated the finding from the Patient Survey and produced a report which will be available to patients on the website, newsletter and hard copy.

We are no longer affiliated with the National Association of Patient Participation (NAPP) they were mainly English and Welsh based. We have decided instead to take support from the Scottish Health Council who promotes patient focus and public involvement in NHS Scotland.

Building on achievements from previous years we have also put a Comment Cards and suggestion box in the waiting room for patients to have the opportunity to "have their say"

There is a "You said we did" board in the waiting room where the Practice can also provide feedback to patients.

Our PPG website is one of our primary resources for passing on information to patients about current health issues and what is happening in and around the Practice. Our page can also be found on the Practice website.

The PPG have also been involved either by attending or assisting in the activities mentioned below.

- **PPG attendance at the Scottish Health Council PPG Networking event to help promote PPG week**
- **PPG attendance at Forfar and District GP cluster meeting to encourage promotion of working in Angus**
- **PPG facilitated a table along with Ravenswood PPG at the Angus Voluntary Action Health Fair**
- **Reviewed and updated the bereavement cards**

- **Presentation from Scottish health Council on “Voices” initiative**
- **PPG members assisted with the Flu clinics - New booking in process this year**
- **Continued efforts to recruit younger PPG members with assistance from Ashley making links with Forfar Academy**
- **PPG and volunteers continue to take responsibility for the information desk and the boards in the waiting room, ensuring that the content is updated regularly.**

The PPG meetings are well supported by the Practice with the Practice Manager providing support and feeding back to the group each month on service delivery and practice updates. We also have regular input throughout the year from the GP's in the Practice and they are very supportive of all the work the PPG undertakes and values the group.

Finally I must thank all the PPG members for their continued support and enthusiasm for the work of the PPG by actively contributing at meetings, attending events and workshops in the past year. They all give of their time generously in support of the patients of the Academy Medical Practice.

*Libby Souter – Chairperson, Academy Medical Practice PPG*