

LEYBURN MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP
ANNUAL REPORT OF THE COMMITTEE 2016-17

MEMBERSHIP

Your Committee members have been Nigel Watson (Chair), June Stancombe (Vice-Chair), David Bolam, Geoff Linehan, Sue Medley, Margaret Moffatt, and Bill Wilson. June Stancombe has also been our secretary during the year.

MEETINGS ETC

We met six times during the year. This included one meeting specifically about the Sustainability and Transformation Plan aimed at improving healthcare in our area and on which we are keeping a watching brief when we heard two guest speakers, Hugo Radice and Janet Probert.

We also held our fourth annual Open Evening in June when our guest speaker was Michelle Mottershead, the manager of Kirkwood Hall.

We also helped the practice to organise the two very successful cake stalls in aid of MacMillan held on each Saturday morning of the two flu clinics.

Committee members also helped to hand out surveys for the General Practice Assessment Questionnaire (GPAQ) in September/October.

The Patient Transport information pack has been kept up to date and remains available from reception.

RAISING AWARENESS

This year we want to highlight in particular the growing pressure upon the practice as a result of growing demand and scarce resources. Patients have begun to find that the waiting time for routine appointments is steadily increasing. As a result the working day of doctors, nurses and staff has also lengthened, a trend which cannot be sustained.

In the last two years demand for GP appointments at the practice has grown by 16% without any corresponding increase in financial support. The telephone triage system was introduced to relieve pressure on immediate appointments and the PPG added the

'Choose Wisely' poster on the notice board, which lists some of the questions we should ask ourselves before contacting the doctor.

Given the continuing lack of resources, and a current shortage of doctors and nurses, the practice has begun to assess the causes behind the rising demand for appointments with a view to managing it more efficiently. The practice will work closely with the PPG to ensure patients are kept informed of the results of this assessment. As a recent practice bulletin outlined, *'the consequences of doing nothing to bring workload back to a manageable level are too great to ignore the problem. We all know that overworked staff will make mistakes and in a clinical environment that can have dire consequences both for patients and for the healthcare worker concerned'*.

The PPG committee would like to give any help it can to the practice and members have been asked to consider volunteering to help with small tasks around the surgery, a question repeated on another poster on the board.

VOLUNTEERS NEEDED

If you would like to consider volunteering to help out with small tasks in the surgery from time to time, any member of the committee would be delighted to hear from you and discuss it further.

And we are always looking for patients who would like to take part on the committee! If you are interested, let us know!

Once again please take time to read the minutes of the Committee's meetings. These can be found on the practice website and may help to answer questions you have about the practice. The Chair would also welcome any comments from patients on any aspect of the practice. These can be sent directly to him through the e-mail address given on the website or by letters left with the receptionist.

THANKS

Once again we would like to thank Stephen Brown and his colleagues for their help and advice during the year.

Nigel Watson

Chair

Nov 2017