



# PPG Annual Report 2023

## Chairman's Report

2023 has been a very busy and productive year for Clarendon Lodge PPG and as the Chair I would like to thank all of the PPG members, including the Practice Manager, for all of their hard work, enthusiasm and support over the last year which has made my task as the chair easier.

## Membership and Meetings

Over the last year the PPG as met seven times as a full group from 5:00-6:30pm in the surgery staff room. These times enable a GP to attend meetings. Four of these meetings have also been attended by doctors and their observations and contributions have enabled the PPG to get a better understanding of their roles and the work of the Practice.

During the year two long serving PPG members Dorrette McAuslan and Marcia Davis resigned from the group due to personal reasons. Their contributions to the group will be missed. In December a new recruitment drive resulted in three new members to the PPG.

During the year several guest speakers were invited to PPG meetings:

- Caroline Graham, Engagement and Outreach Officer from Healthwatch Warwickshire spoke about the work of Healthwatch.
- Dr Lawton, Director of the Primary Care Network for Leamington spoke about the targets for the PCN for 2023 and how the PPG might get involved in improving patient access.

## Communications with Patients

During 2023 the PPG published 10 email newsletters and, with the help of the Practice, have managed to almost double the number of patients receiving the newsletter. At the end of the year there were 1071 active readers which represent about 7% of the patient list. In 2023 the PPG also started to produce a printed version of the newsletter for the waiting areas and this has also resulted in a small but steady stream of new email readers. Newsletters contain a mixture of Practice news, general information about NHS and Practice services and health related articles. An archive of the newsletter can be accessed in the PPG section of the Practice website.

## Projects and Activities

### Projects

In 2023 the PPG identified a number of different projects to improve patient experience and to assist the Practice in delivering services to patients.

- The PPG worked closely with the Practice to improve the navigation of the Practice website and to review and improve the content of the site. The new site went live in July 2023 and has seen significant increases in website traffic since



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that time. This remains an ongoing project with plans to survey patients during 2024.

- Two PPG members undertook a review of local Pharmacy services during the year interviewing pharmacists from a number of chemists used by patients as well as the Pharmacy hub set up by the local Primary Care Network (PCN). They are planning a patient survey for early 2024 with a full report to follow.
- The PPG has also worked to get the views of younger patients and is in the process of interviewing mothers at Nursery and Toddlers groups about their experiences of using the practice.
- The PPG undertook to update its constitution this year to bring it into line with changes in the ways that PPGs work. The new constitution is available from the PPG section of the Practice website.

## Activities

- A PPG representative has regularly attended bi-monthly meetings of the South Warwickshire Patient Engagement Group which includes all PPGs in the South Warwickshire area. It was pleasing to note that a maturity model focussing on PPGs showed that the Clarendon Lodge PPG is performing at or near the top level of the model, and better than most other PPGs in the area.
- A PPG member observed all of the Lifestyle sessions run By Dr Hussain.
- Two PPG members have been involved of interviews for new staff including a new GP.
- Two PPG members were involved in the introduction of the Rapid Health scheme, attending online sessions with the Rapid Health developers before the introduction of the system and also after its initial introduction.
- The Chair has met regularly with the Practice Manager before each PPG meeting, and has brought several patient concerns, usually from Newsletter readers to his attention. These are generally resolved quickly to the satisfaction of the patients concerned.
- The Chair attended the National Association for PPGs Annual General Meeting (NAPP) which is held online since the Covid epidemic. These have provided useful information to the benefit of the PPG and Practice.
- PPG members have been involved in the analysis of Friends and Family questionnaires sent to patients after each consultation. The outcomes are published in the PPG Newsletter and any Issues brought to PPG meetings and the Practice Manager.

We are already making plans for the coming year but are always keen to hear from patients about other ways that we could help the Practice to improve on the excellent service that we have all come to expect.

Martin Blows PPG Chair  
January 2024