



# PPG Annual Report : 2024

## Chairman's Report

2024 has been another busy but 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

This year has seen a considerable turnover in membership of the PPG. Several long serving members decided to step down from the PPG during the year, including one founder member and long serving Chair Michael Pearson. We also said goodbye to John Pickering and Gethin Williams. I would like to thank these members for all of their hard work over many years.

In order to bring the membership up to our full quota we undertook two rounds of recruitment. Advertisements for new members were placed on the website, the PPG newsletter, TV screen and noticeboard. Interested applicants were invited complete an application form and then to meet a small group of current PPG members to find out more about how the PPG operates and to share their experiences. The PPG currently has 12 of the thirteen members in place.

During 2024 the PPG as met eight times as a full group from 5:00-6:30pm in the surgery staff room. These times enable a GP to attend meetings. Six of these meetings were 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 several guest speakers were invited to PPG meetings:

- 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.
- Stuart Jackson, Business manager of the Leamington PCN

### Communications with Patients

During 2024 the PPG published 7 email newsletters. These newsletters are also formatted as a printable copy which then made available in the two waiting rooms for patients to read or take away with them. The 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.

At the end of 2024 there were 1080 active subscribers to the Newsletter. Subscribers are asked to place themselves into an age group with the current breakdown as follows:

- |                         |     |
|-------------------------|-----|
| • No age group selected | 365 |
| • 17-24                 | 2   |
| • 24 -35                | 21  |
| • 35-44                 | 69  |
| • 45-54                 | 110 |
| • 54-64                 | 144 |
| • 65+                   | 371 |

We are aware that the age profile is skewed towards the older end of the spectrum and are continually seeking ways to both extend the age profile and to increase the number of patients receiving the newsletter.

## Projects and Activities

### Projects

During 2024 the PPG identified and worked on a number of different projects to the improve patient experience and to assist the Practice in delivering services to patients.



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- **Website** : The PPG raised the issue of the Practice website a number of times during the year as a result of feedback from patients. The main concerns centred around the inconsistent navigation, broken links and outdated content. A full content and navigation review was initiated by PPG but later postponed after the Practice announced that they were seeking an alternative provider for the website. The PPG continues to raise the issue of the website whilst waiting for progress by the Practice.
- **Younger Patient Voice** : This work begun, in 2023, was completed in 2024 and a report of the project made. This was a qualitative piece of research involving visiting and interviewing parents of young children attending local toddler groups. The aim was to get feedback from parents of younger children about the practice. Although a small sample the overall perception was very positive and there was a clear of satisfaction with the Practice from this group.
- **Pharmacy Review** : the work begun last year has continued and interviews with the pharmacy hub, pharmacists and a patient questionnaire resulted in a full report submitted to the Practice by the PPG. This was well received by the Medicines Hub and the Practice who have already undertaken changes to processes. The PPG has now completed the writing and design of a threefold leaflet to be printed and made available to patients who are placed on repeat medications.
- **Telephone Message** : Three PPG members met with the Practice Manager to discuss improvements to the telephone messages. A PPG member produced a phone message flow chart for a revised system which has now been programmed and should go live at the start of 2025. The new system has significantly reduced the introductory messages and between 8am and 10pm patients will only be able to book a GP contact. All other options will only become available after 10am. The aim is to reduce waiting time on the phone at the start of the day.
- **Family and Friends Analysis** : A sub-group of the PPG has been working on a new approach to the analysis of the Family and Friends questionnaires that are completed by patients following consultations or visits to the Practice. The aim is to provide a more informed analysis of trends in patient responses which will be more useful to the Practice in improving the patient experience.
- **PPG/PCN Group** : The Chair and Vice Chair have contacted all of the seven other PPGs in the Leamington Primary Care Network (PCN) with the aim of setting up a representative group of all of the Leamington PPG's to work with the PCN as an informed patient representative group. All PPGs have responded positively to this initiative and an inaugural meeting is being planned.

## Activities

- The Chair continues to meet regularly with the Practice Manager before each PPG meeting to set an Agenda for the next meeting and discuss issues in which the PPG might support the Practice.
- 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. Feedback from these meetings continues to show that the Clarendon Lodge PPG is one of the most active groups in the South Warwickshire area.
- Three PPG met with The Practice Manager and Business Manager in the Spring to support the preparations for a CQC inspection which the Practice believes was imminent. The group reviewed the vision statement for the Practice and made several suggestions about incorporating the work of the PPG within it.
- The Chair attended the National Association for PPGs Annual General Meeting (NAPP) which is held online. These have provided useful information to the benefit of the PPG and Practice.

We are already making plans for the coming year but are always keen to hear from patients about other ways that we could help and support the Practice during these challenging times.

Martin Blows PPG Chair  
January 2025