

Patient Participation Group (PPG) Achievements so far...

PPG Achievements During 2015

- We are involved in writing articles for the quarterly newsletter, and proof reading and delivering them to businesses and institutions in our own areas.
- We have also undertaken Sports Surveys to find out which activities local people would like to do.
- We have liaised with and provided information to C.R.A. (Chulmleigh Recreational Association) and will have some input into their UK Healthy Hearts bid for funding to provide some of the most popular activities.
- Once again a Healthy Living Week was held in June. 24 activities were on offer, with many free of charge or offering reductions so that people were encouraged to try new activities. For the first time Winkleigh Sports Centre joined forces with us and provided a Sports Day there, offering a range of activities for people in the community.
- The PPG continues to bring a range of patient issues to the meeting, and tries to resolve them with our WHG representative who will discuss matters with the GPs if necessary.
- We have raised awareness of campaigns on such issues as closure of local hospitals and the withdrawal of second hearing aids.
- Our group also liaises with other local organisations such as the Memory Cafes in Okehampton and Winkleigh, ensuring that GPs refer suitable patients to them.
- Several members of our PPG bring information to the group from local and parish councils.
- Our Okehampton representative worked tirelessly in lobbying NHS England, to reverse their decision to close Okement Surgery. Unfortunately her campaign was unsuccessful and the surgery has now closed.
- The PPG met the inspectors from the Care Quality Commission as part of the WHG inspection.
- We have updated our Terms of Reference to reflect changes in operations.

PPG Achievements During 2014

- Monitored PPG notice boards and suggestion boxes at each practice site
- Improved communication with patients via village newsletters, PPG quarterly newsletter, newspaper articles
- Liaised with Parish Councils

- Liaised with WHG about the 2014 patient survey
- Challenged use of 0844 number
- Reviewed PPG Terms of Reference
- Attended Mid-Devon meetings
- Discussed absence of toys in waiting rooms
- Discussed extended hours policy
- Liaised with WHG over proposed development and contracts at Okement
- Held a Healthy Living Activity Week in Chulmleigh, supported by 20 local organisations
- Mounted a Healthy Living Activities display in Chulmleigh waiting room
- Held a PPG summer survey to canvass patient views
- Appointed new members to the PPG committee
- Encouraged patients to sign the petition calling for increased GP funding

PPG Achievements During 2013

- Worked with WHG to increase surgery sessions at Winkleigh and Chulmleigh
- Provided PPG notice boards and suggestion boxes at each practice site which are regularly monitored
- Improved communication with patients via village newsletters, PPG quarterly newsletter, newspaper articles
- Liaised with Parish Councils
- Explained various roles at WHG e.g. pharmacist, nurse practitioner, receptionists.
- Liaised with WHG on website updates and revised the telephone messaging service
- Reviewed PPG Terms of Reference, WHG Patient Charter and Practice Booklet
- Held second AGM in November
- Attended Mid-Devon and Healthwatch meetings
- Liaised with WHG over proposed development at Okement
- Supported Winkleigh Sports Centre Open Day
- Held a Healthy Living Activity Week in Chulmleigh, supported by 20 local organisations
- Introduced MOT Bays for Self Care in Chulmleigh waiting room
- Mounted a Healthy Living Activities display in Chulmleigh waiting room
- Contributed to newsletter
- Established links with some local schools
- Appointed new members to the PPG committee

PPG Achievements During 2012

- Recommended re-introduction of an 01 number in addition to the 0844 number
- Suggested improvements to the message service
- Contributed towards newsletter
- Instigated setting up a virtual patient group
- Fed back community response to new telephone system appointments, designated GPs and concerns at other surgery sites
- Provided input into Patient Survey
- Supported Public Meetings
- Contributed to Patient Charter
- Suggested improvements to the website