

## PPG ACHIEVEMENTS IN 2016

- We were consulted about the changes to organisational structure at Wallingbrook and Winkleigh.
- Members of the PPG met with inspector from the CQC as part of the wider inspection of WHG. We explained our activities and spoke with the inspector about possible improvements we could adopt. We have already compiled a list of all the activities available in the locality, and we are still trying to find ways of encouraging younger patients to join the PPG. The surgery received an outcome grade of “good” from the inspection.
- A prospective new member declined to join us after reading the Terms of Reference for the PPG. So we re-examined the document and started to shorten and simplify it. This is still work in progress.
- Healthy Living Week has once again taken place from the 11<sup>th</sup> – 17<sup>th</sup> September. Many thanks to Maggie for organising this event again.
- Members of the PPG and especially Jack have scrutinised the new website to improve its accessibility and sense.
- We have attempted to keep the “over the counter” medicines in the Pharmacy. Some concessions have been made in that incontinence pads and blood pressure monitors will still be for sale, stocked under the counter.
- We have made WHG aware of issues which concern patients.
- Seating was improved at Winkleigh after complaints that the seating was too low and too few of the chairs had arms.
- The answerphone message for the Dispensary was too fast, making it difficult for older people and those with a hearing loss to assimilate the instructions.
- Suggested improvements for admin by suggesting that patients should be told why their appointment is weeks away eg. GP is on holiday.
- Feedback of praise as well as complaints. The surgery received praise for the way it arranged respite care. They had to look outside the county as none was available in Devon.
- We liaise with other organisations to solve issues for our patients. We contacted LOD to discover the latest way to contact emergency services by text if you are deaf. Two of our members help to run Memory Cafes in Winkleigh and Okehampton and give feedback to WHG staff on issues which affect this group of people.
- I provided a D/deaf Awareness session for the admin and Dispensary staff, after complaining about the lack of training for communicating with deaf people on the phone.
- We have tried to improve the visibility of PPG members by having our photos and a short Bio. on the noticeboard and on the website.

I shall end on the perennial plea to those of you here, if you feel that you have something to offer the PPG, please get in touch.

Thank you for listening and I shall hand you over to Karen Acott for the WHG report.

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\*Please note that all calls to and from the surgery are recorded and may be monitored for quality and training purposes.

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