

**Dr. Christopher McIntosh**  
MB BS, MRCP, MRCPGP, DRCOG

**Dr. Alison Harvey**  
BM, MRCPGP

**Dr. Sue Crawford**  
MB BS, MRCP, MRCPGP

Chillington Medical Ltd.

**The Health Centre,  
Orchard Way,  
Chillington,  
Kingsbridge,  
Devon TQ7 2LB.**

Tel: 01548 580214

Fax: 01548 581080

email: [enquiries.chillington@nhs.net](mailto:enquiries.chillington@nhs.net)

## **Patient Participation Group Report**

**March 2014.**

The practice has been active and moved from a virtual Patient Participation Group (the PPG) to one with an active and enthusiastic Lead Group. The practice area includes a large percentage of retired persons. As it seeks to expand membership the Lead Group intends to target this age group paying particular attention to those who, for whatever reason, find themselves outside the usual methods on communication and involvement.

The key Lead Group members attended the practice "Flu Day", distributed Locality Commissioning Group engagement questionnaires and handed out their own PPG leaflets. They discussed with all interested patients how they could become involved.

The PPG has a dedicated notice board in the waiting room on which the recruitment drive is advertised. The practice also advertises the PPG to all new patients in the "New Patient" packs and has join up forms on-line. It is hoped that this will encourage younger patients to join in and have their say.

The Lead Group meets periodically with the Senior Partner, Practice Manager and Office Manager. A key piece of work from the outset of the face to face meetings was to establish Terms of Reference. This has been accomplished.

The Lead Group sends representation to various other Patient Involvement Groups and locality forums.

With the announcement of Locality Stakeholder Engagement Events being planned and delivered it was agreed within the group and practice to use this event to maximum advantage in establishing patient's views. The Lead Group was active within the community, delivering leaflets door to door, visiting local hostelrys and attending the local lunch club to publicise the event and underline its importance to the services available for our patients. They achieved a very good response and the locality event held in Stokenham was exceedingly well attended (one of the highest rates for any of the events held within the South Devon and Torbay CCG area). The Lead Group waited for the report to be published in January 2014 before meeting with the practice. Unfortunately the report was not published until late March 2014 and the planned meeting will now take place on 24th April 2014.

During the latter part of 2013 the practice carried out a patient survey (in-house). The results of the survey were shared with the Lead Group and advertised on the practice website.

Kb March 2014

The Lead Group fed back to the practice that patients were unhappy with the level of locum cover being offered and this was also apparent from the practice survey. This was fed into the future planning and development of the practice and the practice is currently recruiting an additional partner.

The practice welcomes and encourages the future development of the Patient Participation Group and is wholly supportive of the Group Lead also being the locality representative.