



Patient Participation Group – Ivybridge Medical Practice  
Chair Report – 19<sup>th</sup> November 2019

Our PPG has, once again, been a stable group this year – although we have lost 2 members (including long standing member David Snelling who sadly passed away) – we have gained 2 members. Thanks must go to all members who have made very positive contributions which have helped us to feedback to Beacon and ensure that the “Patients’ Voice” continues to be heard.

I would like to thank those members who have undertaken additional roles. To Jill Trafford who has manned the Social Media Communications – rejuvenating our FB Page, updating posts and reporting issues to the PPG. I would also like to thank Lynda Griffiths for accompanying me to the monthly meetings we have with Beacon. These meetings continue to be a vital part of our communication with the Practice and I thank Tracey Hatch for her reliable role as Communications Officer keeping us abreast of the frontline. This consistent link has been very beneficial to the PPG, with many actions instigated through Tracey as part of our member contributions. We now look forward to meeting with Tracey’s successor Caroline Haywood.

We have been actively involved in the Devon PPG throughout the year and I thank Ray Foss for representing us on this body. Ray and I attended the Devon PPG Conference in June – which we found informative and a useful networking vehicle.

We rejoined the NAPP Group - although I think the information received from the Group is limited in its usefulness to us – we felt it a worthwhile body to encourage in principle.

We have enjoyed informative talks at our meetings by Joe Nicholson Project Manager for Beacon on Improved Access and e-Consult: Claire Oatway (COO & Partner) – outlining Beacon Medical’s Plan for 19/20, Karen Highfield Social Prescriber for Beacon on her work, Julie Teague from Age Concern UK, Shirley Weeks from the Citizen’s Advise Bureau and Amanda Perry the recently appointed Social Prescriber for Beacon

The PPG had an information table at the Lion’s Club Summer Fair at the Rugby Club in July. However – perhaps because of the siting of this table – or the possible inappropriateness of the information for a Fun Day there were very few enquiries re Beacon Medical or the PPG.

We hosted a Joint Meeting with Plympton PPG in August – when Dr Funnell led a presentation and discussion on e-consult.

We have been in attendance at the annual Flu Clinics acting as “greeters” but also to be on hand to talk to patients.

During the past year Beacon have made several major changes to improve the patient experience in response to the major challenges of clinical staff shortages, this in line with the National trends, all of which we have been informed and our comments welcomed. This includes full operation of the Urgent Care Team, Improved Access, launch of a new telephone system, provision of a dedicated prescription hub for all of Beacon, based at Plympton, promotion of the Social Prescriber and recently the launch of e-consult.

In March we implemented an Appointments Survey – which reflected the patients experience of the various appointment pathways available to them. From a sample of nearly 200 patients over a week in March we were able to compile a report for Beacon at Ivybridge which we hope was helpful with forward planning.

We continue to act in our role as critical friend to the Practice with the patients' needs in mind and continue to encourage changes to benefit them. At the same time, with the many changes taking place in the NHS and the challenging times that the Practice faces, we have a better understanding of the issues and how we can assist in improving the patient experience.

This has been my first year as Chair – succeeding Tony Cannon was a daunting task – and I thank the Committee for their patience as I learnt the ropes!

Sue Johns  
Chair – Patient Participation Group  
November 2019