



FOURTH ANNUAL SHIRES MEDICAL PRACTICE PATIENT PARTICIPATION GROUP MARCH 2022

Introduction

This is the fourth Annual Report of Three Shires Medical Practice Patient Participation Group, (PPG).

PPG Activities 2021/22

This past year has continued to be very different, as Covid has remained with us. We have continued to meet via Zoom meetings but are now looking to meet in person with some members joining through Zoom link.

Our planned Zoom AGM, held on Monday March 8th, 2021, included a presentation by our guest speaker : Dr Richard Berkley (Clinical Director Network 4 PCN) who gave us a greater insight into the role of the network and how it has had to adapt in the light of Covid.

Dr Berkley was asked a question regarding Colerne patients. Being in Wiltshire, they can be at a disadvantage not for service from the practice but access to services within the PCN such as large-scale vaccination. He admitted that the Three Shires is rather unique with its locality of practices but that the PCN would endeavour to make such services as local as possible.

With regards to the vaccines- Flu and Covid, members of our group were active in organising volunteers for another mass event at Pucklechurch surgery to deliver Flu vaccines last autumn, and also helping with marshalling during Covid vaccination sessions held at the Downend surgery and at Marshfield. The sessions held at Marshfield came as a direct result of continued pressure by our PPG on behalf of our patients at

Marshfield and Colerne. Following this sustained pressure, it was decided by Network 4PCN that a 'pop-up' Covid vaccinations clinic would be held at the Community Centre in Marshfield. This proved very helpful, particularly for the elderly in Colerne, Marshfield and Wick. It is hoped it will be repeated this autumn.

Members of our group have continued to collect and deliver medicines from each surgery for housebound patients although this has gradually reduced as people feel more at ease getting out and about.

During many of our meetings, discussions regarding consultations with a doctor has taken place. We listened to Doctor Greenway painting a very bleak picture of what it was like in the surgeries and all the difficulties they face. As a committee we are here to represent the patients and in some way act as a "go between" between both surgery and patients. We know that because of a variety of factors, seeing a named doctor or indeed any doctor, will not be as easy as it was pre covid and we will need to think of ways to educate all patients regarding the triage system and the use of Nurse Practitioners and other health professionals that are now essential for the running of the practice.

Mike Hatch continued to produce Newsletters for the Practice, for which we are very grateful, and which we helped deliver via shops and cafes as the footfall in the surgeries was still being kept intentionally low.

The Bereavement group initiated by the PPG and held in Marshfield has restarted in the form of Coffee Mornings, meeting every 6 to 8 weeks. This is now running independently of the PPG.

Members from our group attended a meeting at Marshfield regarding Social Care in our area. This was informative and hopefully initiatives discussed at this meeting will mean improved social care for patients. The intention is to employ a local person to seek out needy and isolated people, putting them in touch with appropriate agencies.

Another huge project for the PPG has been the creation of a Memory Café to help people within the Three Shires and surrounding areas. This has been on our agenda for a few years and with the easing of restrictions it was thought to be a good time to get this going. A committee was formed from three PPG members along with two patients from the practice and, after a lot of research, seeking grants, fundraising, gaining volunteers,

completing paperwork and policies as well as various forms of training, the Memory Cafe started in Doynton Village Hall on June 2nd with a Jubilee theme. This session attracted 6 " visitors " and their carers and was well received. There have been several other requests about joining in future sessions. Although it is primarily for the Three Shires area, the group is happy for people outside to come along.

There is a theme for each month until the end of the year. The sessions will be held at Doynton Hall on the first Thursday of each month from 2.00- 4.00pm.

PPG Membership

At the end of our fourth year, our PPG has 15 members, representing each surgery site. For various reasons we have had to say farewell to Carmen, Henk, and Lyn.

Membership of the Patient Reference Group (PRG) is about 80.

Forward into 2022/23

As the threat of Covid is diminishing, we will be able to begin holding group meetings again. Zoom meetings did work quite well especially as the need to travel was taken away. We hope to find a way to include more people at meetings and indeed recruit more members!

We will need to think of ways to better inform patients of the role of Nurse Practitioners and other health professionals and their role in the surgery triage system and so help all patients receive the treatment that they need whilst understanding that this may be different from what they want! We welcome the appointment of Sarah Watts as Care Co-ordinator, which will hopefully help these problems.

We trust the Memory Café will continue and flourish.

Thank You

Finally, the PPG would like to express our sincere thanks for the interest, support, and advice that we have received from the Practice partners and Mandy White, the Practice manager.