

Old Coulsdon Medical Practice

PATIENT PARTICIPATION GROUP

ANNUAL REPORT

1st September 2019 – 31st August 2020

What is a Patient Participation Group?

Each PPG is unique and should adapt to meet local needs.

PPGs work with practices to:

- Offer patients perspectives on services provided by the practice
- Contribute to the ongoing improvement of services
- Help improve communication between practice and patients

A PPG is not

- A forum for individual or personal complaints
- A time-consuming activity for patients and staff

A PPG should be

- Self-organised and patient led
- Confident to constructively challenge the practice
- Inclusive and open to all registered patients
- Welcoming and encourage two-way dialogue

Advantages for patients

- Improve understanding about the practice and staff
- Patients will have more of a say about their experiences of services
- Patients will have an organised forum to suggest ideas and share feedback

Advantages for the practice

- Practices will be able to discuss planning of services jointly with patients
- Close links with the community they provide health services for

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The past year has been difficult owing to the Covid-19 pandemic. The lockdown resulted in our plans that included having a stall at the Summer Fair, Monthly Tea Parties for isolated and vulnerable patients, Health Presentations, either being cancelled or deferred until such time as we are able to recommence, and new initiatives put on hold.

In the past the PPG had always met with the Practice Manager and a GP 10 times annually. Owing to the lockdown in March meetings ceased, commencing again virtually in August.

The medical team at the practice have all been working exceptionally hard during the Covid pandemic. Patients have understood the reason for and adapted to the new system of telephone consultations in the first instance and the need for social distancing to reduce the spread of the virus.

National Association Patient Participation

We continue to be affiliated to the National Association of Patient Participation (NAPP). NAPP hold an annual conference that generally takes place at the end of Patient Participation Awareness Week. Unfortunately, this too was cancelled.

Our achievements during the period September 2019 to February 2020

September - Dementia Event,

We were invited to participate in a Dementia Event at Bradmore Library organised by the Council's Locality Manager for the South of the borough. Attendance was disappointing but those that did attend found the information available interesting, particularly the Dementia Friends presentation.

October Carer's Information Event

A Carer's Information event organised by the PPG took place in October at the Cameron Hall. Presentations were given by Dr Thanan, the lead GP for Carers, Amy Deakin of the Carers Support Centre and an Expert Carer. The event was attended by 42 Carers and feedback was extremely positive. The practice has a high number of carers both formal and informal. Patients are encouraged to advise the practice if they are carers.

November Sepsis Presentation / Sepsis Support Group

A Sepsis Presentation took place in November that was attended by 51 patients. The presentation was delivered by an IT Nurse at Kings College Hospital and is a volunteer with the Sepsis Trust UK who outlined how to identify Sepsis and the need for fast intervention. A presentation was also given by a Sepsis Survivor that was extremely interesting and emotional.

Following the presentations and comments made by a patient, the PPG agreed that a Sepsis Support Group was much needed in the borough and that investigations should be made how to set up a Support Group for Sepsis Survivors. This involved discussion with the Sepsis Trust UK that proved extremely positive who advised they would be involved with the Support Group initially. Funding was obtained towards venue costs at the Cancer Support Centre in Purley from Cllr Margaret Bird, Cllr Yvette Hopley and her Councillor Ward colleagues to whom we are extremely grateful.

We invited the PPG Chairs of the practices within our Primary Care Network (Bramley Avenue, Woodcote Purley and Coulsdon, Mitchley Avenue and Selsdon Park) to be part of the initiative, which was met with enthusiasm. Elaine Clancey, Chief Nurse at Croydon University Hospital has also given her support.

We were ready to launch the Support Group in April, but unfortunately lockdown prevented us from doing so. We have maintained contact with the Sepsis Trust UK and look forward to launching the Support Group that will be available to survivors of Sepsis across the borough as well as neighbouring boroughs as soon as we are able. The Chairs of OCMP and Woodcote PPGs participated in a Zoom Support Group with the Sepsis Trust UK to give us a flavour of how to conduct a support group.

Monthly Tea Parties

The Tea Parties continued to be successful. Groups of residents at Toldene Court, a Supported Housing Complex attended regularly and enjoyed the company of others. Funding for the tea parties had been from the Social Prescribing budget that came to an end at the end of January.

An application was submitted to the Council for LVP funding in October 2019 to enable the tea parties to continue from February 2020. This was agreed, and again tea parties were put on hold in March. As soon as lockdown is lifted, we will be recommencing.

Our appreciation is extended to Malcolm Newman, Pastor at Old Coulsdon Congregational Church for hire of their facilities, Old Coulsdon Retirement Centre who have allowed us hire of their minibus and their driver, Mike, and to Croydon Accessible Transport who also allowed us hire of their vehicle and their driver Andre'.

Carers Support Group

A small group of 4 members of the group at a time met in the garden at the facilitators home when allowed to do so during the lockdown. Those that attended found this to be extremely helpful. All members of the group are looking forward to meeting again.

Patient Experience

Four PPG members carried out a Patient Experience exercise on a weekly rota at the practice commencing in January. The exercise proved beneficial in highlighting issues. Patients had been willing to participate and were pleased that their views were being listened to. Several issues were raised that were passed to the Practice Manager to comment and address where possible. The consensus of the PPG is that this is a better way to obtain feedback than asking patients to complete lengthy surveys.

Practice Newsletter

We continue to be responsible for the quarterly practice newsletter and hope that patients find the contents informative and of interest. Copies are sent to the virtual group electronically and are also available in the practice, Cameron Hall and can also be viewed on the practice website.

Croydon Clinical Commissioning Group

Two members of the PPG continue to be actively involved in the One Alliance Service Users Specialist Engagement Group meetings.

Future Aims

The PPG will continue to work with the practice to maintain its reputation by

- Organising Health Education Presentations
- Raising Awareness
- Disseminating information
- Networking with other professionals
- Contributing to the ongoing improvement of services
- Helping to improve communication and engagement between the practice and patients.
- Liaising and working with PPGs in the Selsdon, Purley and Coulsdon Primary Care Network.
- Liaising with the Social Care Connector/Link Worker
- Liaising with Manager of Toldene Court Supported Sheltered Housing

We extend our thanks and appreciation to Arif Ladha, Practice Manager and his team, and the Doctors and Nurses for their continued support during difficult times throughout the year.

Brenda Quelch-Brown
Chairperson.

**PATIENT PARTICIPATION GROUP
(WORKING GROUP)**

Chairperson Mrs Brenda Quelch-Brown

Secretary Mr Richard Hoffman

Treasurer Mr Thomas Harrison

Members Mr Derek Bird

Mrs Denise Fonseca

Mr Agah Hassan

Mrs Maureen Levy

Mrs Anne Millar

Mrs Jenifer Hanan

Mr Geoff Bell

Mr Neil Singleton

Mr Julian Carney

Mrs Valerie Willis