**FIRST ANNUAL REPORT**

**INTRODUCTORY NOTE**

This report largely refers to the Nursery Lane and Long Causeway practices with the shadow merging of the Moorcroft practice pending the completion of the merger in April 2016.

**BACKGROUND**

A Patient Reference Group (PRG) was originally formed in November 2011, At its meeting on 12 February 2015, it was agreed that the group should operate independently of the practice management, and the group was reformed as a Patient Participation Group (PPG).

**MEMBERSHIP AND RECRUITMENT**

An examination of the people involved in the group since 20121 demonstrated an erratic and unpredictable attendance and involvement record. It was therefore necessary to review the composition of the group moving forward. Those who continued to show an interest were invited to continue. Unfortunately, only five were able to show the necessary commitment and, of these, two dropped out during the year. It was necessary to undertake a recruitment drive, and we were successful in recruiting four additional members. The group as a whole represent an age, gender and surgery area balance, however, we continue to look for a representative to widen our ethnic mix. In October 2015 the chairperson from Moorcroft joined our group, and shortly afterwards a further member joined us.

**MEETINGS**

There have been twelve meetings held throughout the year with liaison as appropriate with doctors and practice staff.

**TERMS OF REFERENCE**

These were prepared and agreed at our initial meeting, and are now being slightly amended to reflect the merged practice.

**NATIONAL: ASSOCIATION FOR PATIENT PARTICIPATION (NAPP)**

We joined this Association in 2015 with support from the Practice, as a resource to help us work effectively. Certificates are displayed in surgeries.

**ELECTION OF OFFICERS**

The following officers were elected at our early meeting:

Chairman

Deputy Chairman

Secretary

Assistant Secretary and Marketing

Marketing and Newsletter

Five other members were appointed to the Group.

**INSPECTION**

The practice was inspected by the Care Quality Commission (CQC) in July 2015. Prior to the inspection a full report of our status and activity was submitted to the practice manager. On the day, three PPG members met the inspector for over an hour. Our “modus operandi” was commended in their subsequent report.

**NEWSLETTERS**

New style newsletters were produced in June and November 2015 for Nursery Land and Adel, and in March 2016 for the new combined practice. Effective distribution of these to all patients continues to pose a challenge due to funding constraints. The main means of distribution has been via a text message to patients who have provided a mobile telephone number, advising them that a newsletter is available to view via the website. We have yet to find a way of emailing the newsletter to patients, and this will be pursued further in 2016. Only a limited number were printed in 2015, however, we were able to print 2,000 copies for the new building opening in March 2016, thanks to support from John Crowson.

**THE OPENING OF THE NEW BUILDING AND MERGER**

The process has been a long one and we have endeavoured to make a positive contribution at each stage. In particular:

1. We invited members from Moorcroft PPG to work with us in October. This has worked seamlessly and effectively.
2. We were actively involved in publicising the Pen Day through many channels including press and print.
3. The whole committee assisted on the Open Day when over 2,000 people came through the new building doors.
4. We issued an information sheet on the Open Day and a newsletter for the first day of operation.
5. We assisted with content on the new website and staff photographs.
6. We have had a post- opening meeting with Dr Raj and Caroline Scholey the Operations Manager.

**CONCLUSION**

This has been a very active first year for the group. Each and every member of the group has contributed to the various activities and it has been a pleasure to work with them all. In the immediate future there will a need to tidy up some general administrative details following the merger and this will be done as soon as possible. We are seeking to recruit two new members to the core group (preferably new to the practice or from the Moorcroft surgery to balance up membership), and there are two candidates in waiting.

Finally, I should like to thank all members of the group for their unswerving support. The cooperation and encouragement from the doctors has been gratefully appreciated. The practice staff have also helped us at various junctures and for this too we convey our thanks.

CHAIRMAN