

1. **Overview**

This year has been another good one for the PRG in their continued efforts to represent and support people in the area and improve communication and co-operation between surgery and patients.

There have been eight formal meetings of the group over the year (minutes attached) plus members of the group have also been involved with other informal events and meetings. Recently the PRG has set up a working group which meets with practice staff on a regular basis to discuss and work upon particular projects. This work is fed back to the full group when they meet.

It was decided that the PRG would run the questionnaire this year and instead of posting out anonymously to patients group members would spend time in the two waiting rooms handing out the questionnaire and generally talking to patients. It was felt that in this way we would get better feedback from those who are actually using the services of the practice

As well as looking at what happens at the surgery the Group has also looked at problems and issues in secondary care and has begun to forge relationships with other agencies, individuals, local MP and other PRG Groups.

1. **Group Members**

There have been a number of changes to the group over that year with people leaving and joining. One of the key priorities of the Group since its inception has been to ensure that the group is as representative as possible and Group members have been very active trying to achieve this. It is recognised that the Group is under represented with younger members but that this is perhaps understandable. However, many group members do have close ties either personally or through the community with younger people. Current group members are;

Lin Barrington Parish Councillor

Lorraine Crossley (Chair) Retired Senior Nurse

Janice Howson

Tony Hudson Retired Police Officer

Sandra Kay Worker at Age UK, Community first Responder, member of Marie Curie fundraising group

Dr Louise Morgan BMP

Jill Noble BMP Office Manager

Bronwen Osborne Parish Councillor, Retired health visitor and nurse representative on PCT

Anne Purvis

Sharon Rucastle (Secretary) Retired Bentham Bank Manager, past treasurer of local church, past volunteer for local emergency medical services team.

Julia & John Sant

Jonathan Scott Practice Manager BMP

Gerda Southwell

Wendy Thistlethwaite Ingleborough Nursing Home

Andrea Tuohy

Judith Nicol

The current make-up of the group is;

Under 40 - 0

40 to 59 - 8

60+ - 9

Anyone interested in joining the group or seeing what it entails is welcome. Please contact Lorraine Crossley or any other group member or Jonathan Scott or Jill Noble at the practice.

**The AGM is at 7.00pm on 30th April. Everyone welcome.**

1. **Meetings**

There have been 8 meetings over the year as follows;

10th April 2014

15th May 2014 AGM

26th June 2014

4th September 2014

9th October 2014

27th November 2014

12th February 2015

12th March 2015

Copies of the meeting minutes are attached

1. **Main Areas of Business Throughout the Year**
2. Working with the practice on refining the annual practice patient questionnaire. Personally handing out the questionnaires in the two waiting rooms, rather than posting, to ensure feedback was from service users. Copy of questionnaire results is attached.
3. In depth analysis, with practice staff, of questionnaire feedback.
4. Time spent in both waiting rooms advertising the petitions run by the RCGP and BMA on the state of general practice and problems of decreased funding.
5. Review and updating of practice website
6. Following feedback from questionnaire on patient access production of large notice boards in both surgeries highlighting the number of appointments missed and the hours of surgery time lost through people not turning up. A reduction in missed appointments has already been noticed.
7. Working with the practice to improve the phone system and to make the options and messages clearer.
8. Working with the practice to communicate the ways patients can get better and alternative forms of access such as online, text reminder services, 28 day repeat prescribing services etc.
9. Working with the practice on developing a system to record requests for future appointments where those appointments are not yet on the clinical system.
10. Working with the practice on improving the system for follow up appointments with named or any doctor to ensure undue pressure is not put onto the appointment system
11. Again, following results of questionnaire, looking at ways of improving privacy and confidentiality at reception window.
12. Updating of PRG and other notice boards, leaflet displays and patient library in the waiting rooms.
13. Communicating PRG work and practice developments and improvement to the many local village newsletters.
14. Looking at ways on maintaining the practice system for delivery of medications to pick up points throughout the area.
15. Following concerns expressed in the questionnaire regarding physical access into the two surgeries lobbying of local council to get dropped curbs installed on the roads, better marking of disabled parking and improvement in road surfacing.
16. Regular communication with local MP and others regarding specific issues such as ambulance services and the problems of rural practice.
17. Working with the practice following successful CQC visit on making further improvements to all aspects of patient experience at Bentham and Ingleton.
18. Involvement and attending meetings of local health watch organisations
19. Arrangement, along with the practice and local health care organisation, The Looking Well, for a presentation by the Western Desert Kidney Health Project from Australia at the local Golf Club. This was entitled “Our People, Our Story, Our Way” and was about how indigenous Aborigines have coped with high levels of diabetes in very remote areas. This was a huge success and served to promote the position of the PRG as a group very interested and concerned with health issues.