**Patient Participation Group Annual Report 2020**

In 2019 the introduction of new management reinvigorated the relationship between the Practice and the Patient Participation Group (PPG) and has resulted in increased cooperation and greater focus on shaping the Practice.

Working collaboratively with the Practice we have been able to achieve several of our aims, however at present we are a small PPG that would like to expand its membership to increase its effectiveness.

We consist of a core group of patients and representatives from the Practice, including the Practice Manager. We meet a minimum of 4 times a year to promote co-operation and strengthen communication between the Practice, patients and the wider community, with the aim of improving local health services.

Membership of the PPG is open to all registered patients as well as staff at the Practice.

During the year 2019 to 2020 the PPG have worked hard to increase its effectiveness. and has worked closely with members of the Practice on several projects including:

* updating the practice leaflet, which gives accurate current information about services available at the practice. (Appendix 1)
* reviewing and revising the Terms of Reference for the PPG. These set out clear aims and guidelines for the PPG. (Appendix 2)
* contributing to the review and update of the Mulberry Medical Practice website.

In addition throughout the year, members of the PPG have made themselves available in surgery waiting rooms to:

* distribute the revised practice leaflet
* encourage online access and promote electronic prescriptions.
* encourage responses to the local orthopaedic consultation process.

Members of the PPG have attended briefings and updates about a variety of local and national issues including, Co-ordinate My Care - an online care plan, social prescribing and planned changes to orthopaedic care, as well as Pan Barnet events which have covered topics such as Alzheimer’s, Coronavirus and Homeless Action in Barnet.

Sadly Covid 19 has somewhat disrupted 2020! Several members of the PPG are shielding and our activities have come to an abrupt halt, however we wish to resume developing the role of the PPG and its membership as soon as is practical to do so.