

Chair Annual Report 2023 to 2024

Simmondley Participation Group

I would like to take time to reflect on another year gone by, it seems to me that they are getting quicker each year or is that just me!!

Our annual event, the Christmas raffle was for a good local charity which is seeing more use than ever. The sum of £260 was raised for Glossop Food Bank, and the cheque was presented in January and reported on by the Chronicle. Tickets were on sale promptly, and this was reflected in the amount collected. Our thanks must be given to the staff who sold the tickets on our behalf, the patients who purchased the tickets and to those who donated prizes, and special thanks to Dr Jha who again funded the main prizes of the hampers.

Mike, along with Sue and Yvonne have been meeting throughout the year collating the data from the Friends and Family survey feedback. It must be noted that with the change of system the data collection process has become a little quicker, however much time has been spent reading the feedback, and it must be said that the practice staff on the whole have glowing reports with repeated comments of it being the best practice in the area. A report for feedback to the practice was produced, it contained some of the comments we could use to improve on, along with a categorised list of many favourable comments included, as appreciation of the staff and practice. I for one was rather disappointed that none of the doctors were able to attend the feedback meeting, consequently the document was emailed to Dr Jha and the PPG received no response. However, I would like to thank Mike, Sue and Yvonne for all their efforts, and do hope that next time a GP will be available for the presentation.

Throughout the year Ian has continued with aiding patients getting 'online' teaching them how to access their digital records, helping them use the digital platform to place repeat prescriptions, and access their own results. He frequently reports on the digital access figures. Thanks Ian.

Lesley remains heavily involved with committees and groups in the local area ensuring Glossop's people and health concerns are not forgotten with the rest of Derbyshire. She regularly updates the PPG on what is going on in the local area and further afield. Your efforts are greatly appreciated. Thank you.

This year we have been introduced to, and had a very well-presented workshop on, the principals and tools of OATH (Optimising Access Through Human fit), we are keen to try and get these tools working, and would like to work in partnership with the practice on this.

There have been some lovely modernisation improvements to the practice, and it's made for a nicer and more practical building. However this year I feel that there has been less communication between the practice and ourselves - things are happening, and we are being told after the event, we are no longer asked what we think or which we would prefer. With no response from the Friends and Family and about our request to try and use OATH, I

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fear a few members have become a little despondent. I understand that people are all busy and have jobs to do but I do think we need to see some improvement for the future.

This year Mike along with Ian and myself have had a battle with Barclays to keep the PPG bank account open. Mike's tenacity and patience has paid off and we are now straight, and the account remains open for continued use.

Keeping us all up to date at meetings Mike produces reports on both the Friends and Family and produces financial reports.

Ian has a most difficult task of trying to coordinate us all for meetings. He produces very in-depth minutes to the meetings and circulates emails of interest for those members who wish to follow up on them.

Yet again the efforts of the members, especially Ian and Mike, make my life as Chair an absolute dream. I thank you all.