



# PPG Annual Report

## 2024-2025

Horn Lane Surgery

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# PPG Annual Report

## OVERVIEW

The Patient Participation Group (PPG) at Horn Lane Surgery plays a vital role in shaping the care and services provided by the practice. The group's primary purpose is to ensure that patients are actively engaged and involved in decisions about the range and quality of services commissioned and delivered by the practice.

By facilitating open communication between patients and the practice team, the PPG helps identify areas for improvement, celebrate successes, and collaboratively implement changes that enhance patient care. The group meets at least twice a year to discuss a wide range of topics, including:

- National and internal patient survey results.
- Key issues affecting the patient population.
- Strategies to improve access and service delivery.
- Methods to increase community engagement.
- Any other matters pertinent to the smooth running of the practice.

The PPG is an indispensable asset to the practice, providing valuable first-hand feedback directly from those impacted by the decisions made. This collaborative process ensures that the practice remains responsive to patient needs and preferences.

To achieve its goals effectively, the PPG strives to be diverse and representative of the practice's population. A group that reflects the community it serves enables the practice to tailor services more effectively, ensuring equitable access and support for all patient demographics. Horn Lane Surgery is committed to encouraging broader participation and values the unique insights and perspectives each member brings to the table.

## PATIENT PARTICIPATION GROUP (PPG) PROFILE

### Recruitment

The Patient Participation Group (PPG) at Horn Lane Surgery plays an essential role in evaluating and enhancing the services provided by the practice. The group's primary aim is to ensure that the surgery meets the diverse needs of its patient population, while also identifying areas for improvement and implementing necessary changes to uphold the highest standards of care.

Currently, the Horn Lane PPG has 21 members who bring a wealth of perspectives and experiences to the table. The demographic breakdown of the group highlights its commitment to diversity and inclusivity:

- **Total group members:** 21
  - **Asian:** 10
  - **Somali:** 1
  - **White:** 2
  - **Black:** 2
  - **Other Background:** 7
  - **Male:** 13, **Female:** 8
  - **Carers:** 2
  - **Members with disabilities:** 0
  - **Retired members:** 4
  - **Unemployed members:** 1

The practice recognizes the importance of broad representation in the PPG, including individuals from various ethnic backgrounds, age groups, and life stages. To further promote inclusivity, the surgery has actively encouraged younger patients to join the group, ensuring the needs and perspectives of all age demographics are considered.

## RECRUITMENT STRATEGIES

Horn Lane Surgery employs multiple methods to raise awareness about the PPG and invite patients to participate:

- **Practice television screens:** Displaying messages about the PPG and its purpose.
- **Posters:** Strategically placed in waiting areas.
- **Direct invitations:** Extended to patients during interactions with staff.
- **Reception and Administration Teams:** Actively informing patients about the group.
- **Practice website:** Featuring a dedicated Patient Participation page.
- **AccuRx bulk messages:** Sending invitations and updates to patients via SMS.

Through these strategies, the practice continues to build a strong and active PPG that effectively represents its patient population.

## AGREEING PRIORITIES

### Obtaining Views

In collaboration with the Patient Participation Group (PPG), Horn Lane Surgery identified key areas for development to enhance the services provided to our patients. To determine these priorities, we considered a variety of indicators, including:

1. **Patients' priorities and concerns**, gathered from comments and suggestions.
2. **Friends & Family Test** feedback.
3. **GP Patient Survey Results**.
4. **In-house patient survey** responses.
5. **Planned practice changes**.
6. **Complaints and compliments received**.
7. **Patient comments on NHS Choices**.

During the **PPG meeting on 26<sup>th</sup> July 2024**, the group discussed key feedback from the most recent patient surveys and highlighted both the strengths and areas for improvement in the practice's services. The following feedback was provided by the PPG members:

1. **Appointment System Improvements:**

PPG members expressed appreciation for the improvements in appointment accessibility. They highlighted the convenience of using online apps and e-consult options. The same-day appointment system was well received, particularly the option to call between 8:00–10:30 AM for morning emergency appointments and 2:00–3:30 PM for afternoon emergency slots. This has allowed patients to access care more quickly, particularly for urgent needs.

2. **Building Improvements:**

Members praised the significant upgrades to the practice's internal facilities. They noted that the consultation rooms were tidier and cleaner, creating a more welcoming environment. The changes to the cleaning services were also highlighted, with members appreciating the better maintenance and the inclusion of plants, which enhanced the overall atmosphere of the practice.

3. **Staffing Enhancements:**

Members acknowledged the recruitment of additional administrative and clinical staff, which had positively impacted the practice. The increase in the number of female GPs was particularly welcomed, as it catered to the preferences of the female patient population. Members also praised the increased availability of GP appointments, which has improved patient access to care.

PPG members expressed overall satisfaction with the positive changes implemented over the past one and a half years and were enthusiastic about the improvements made to patient experience at the practice.

## GP PRACTICE SURVEY

NHS England sent out 784 surveys and 113 were sent back to them. The completion rate of the survey was 14%.



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Practice  
Comparison.pdf

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Following a review of the recent patient survey, Rehana highlighted three areas of high achievement:

**1. Reception and Administrative Team:**

89% of patients reported positive interactions with the reception team, significantly above local and national averages, demonstrating the effective and friendly service provided by the administrative staff.

**2. Listening to Patients:**

97% of respondents felt that GPs and nurses listened to their concerns and treated them with care and empathy, indicating strong patient-provider relationships and trust.

**3. Involvement in Care Decisions:**

88% of patients were satisfied with their involvement in decisions about their care and treatment, highlighting a good level of patient engagement in the decision-making process.

However, the survey also highlighted several areas where improvement was needed:

**1. Choice of Location for Appointments:**

Only 6% of respondents were offered a choice of location when booking a general practice appointment (ICS result: 14%, National result: 13%).

**2. Ease of Contact via NHS App:**

44% of respondents found it easy to contact the practice using the NHS App (ICS result: 49%, National result: 45%).

**3. Ease of Contact via Website:**

51% of respondents found it easy to contact the practice using the website (ICS result: 52%, National result: 48%).

**4. Meeting Patient Needs:**

There is potential to improve how effectively patient needs are addressed during appointments, aiming to exceed both local and national averages.

**5. Patient Confidence in Healthcare Professionals:**

There is room for improvement in patients' confidence and trust in healthcare professionals, to align with or surpass local and national benchmarks.

## ACTIONS TAKEN

Priorities from the patient survey as identified by the PPG were:

Following these discussions, the PPG agreed to support the practice in addressing these areas through a targeted action plan:

- **Location Choice:**  
The practice will collaborate with ICS to explore solutions that offer greater location flexibility for appointments, enabling patients to select the most convenient site for their visits.
- **NHS App and Website:**  
A patient awareness campaign will be launched to educate users on the functionalities of the NHS App and the practice website. Additionally, improvements to the website's interface will be prioritized to enhance usability and patient engagement.
- **Meeting Patient Needs and Building Trust:**  
The practice will increase its focus on personalizing care during appointments to better meet individual patient needs. Training will be provided to healthcare professionals to ensure consistent, high-quality interactions that help build confidence and trust among patients.

This action plan will be implemented throughout the year and progress will be reviewed regularly with the PPG.

## PROGRESS TO DATE

All of the plans from the previous PPG meetings held in 2024 have been effectuated and this has led to an improved service for patients.

## APPENDIX I – PPG MEETING MINUTES



Minutes of the PPG  
Meeting held on 26.07

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