

**Hurley Clinic Patient Participation Group  
Chairman's report 2016-17**

1. The **Steering Committee** has met every two months throughout the year and the minutes are placed on the practice website. The meetings have been attended by both patients and Hurley Clinic staff including Dr Kumar, one of the practice's lead GPs who now attends PPG Steering Group meetings regularly on behalf of the practice, and the practice manager, Pam Elliott. Throughout the year, Simone Williamson has provided administrative support to the PPG, including helping with events and keeping records of our meetings, and we are very grateful for all she has done for us.
2. **PPG activities.** Apart from the AGM, the PPG held four patients' events during the year. We held one open meeting on continence, addressed by Dr Kumar, which did not attract a very big audience but showed that patients welcome help and advice on that particular topic. We arranged two Healthy Eating events, one in the Durning Library and one in the waiting area, which as before have been well received and it is obvious that that is another topic on which many patients welcome informal help and advice. A dietician came to the event in the Durning Library which was particularly well attended, while the second was part of the practice's contribution to Self-Care Week.
3. We held an event in January at the Health Foundry to train patients to use their own devices for on-line access to the practice's services and our fourth event was a meeting for carers in the Durning. Such events are small-scale but our impression is that patients appreciate them, particularly the opportunities to engage with health professionals. We have recently been told that Age UK is to fund Keeping Warm and Well in Winter events in 2017-18 and we will be applying for a grant from them as in previous years..
4. **Patients' survey.** The practice and the PPG decided to repeat the 2016 patients' survey, using the same questionnaire, as the results provide useful feedback from patients about the practice. As before, the practice manager Pam Elliott set up the Survey Monkey on-line questionnaire and text notifications were sent to the patients for whom the practice has mobile numbers. There were paper copies of the questionnaire in the waiting area. The response was better than in 2016 with 340 completed questionnaires compared with 300 in 2016, but there were many fewer specific comments. The feedback is useful but we will have to consider whether it is worth the effort of continuing to do an annual survey of that kind or find other methods of getting patient feedback. We are very grateful to Pam Elliott for all the background work involved in setting up the survey.
5. The survey showed that, as before, patients' main concerns are still about questions of access (especially long waits for appointments, more convenient appointment times for those at work and more continuity of care). It remains reassuring that although there continue to be a small number of complaints about the attitudes or behaviour of clinical staff (and some about the reception staff), there were no significant ones about the quality of clinical care. That suggests that the practice's quality assurance measures continue to work well and that patients are generally satisfied with the care they get. The PPG will be working with the practice to follow up the findings of the survey.
6. **Appointments system.** The practice has continued to be very busy and, like most inner city practices, faces continuing pressure on resources. Turnover among clinical staff is still high which creates problems for both patients and the practice, particularly over continuity of care. As in previous years, staff holidays and other absences led to major staffing difficulties, especially in summer 2017 when there were significant problems in providing adequate cover. For much of the year, there have been long waits (two weeks or more) for pre-booked appointments and the survey shows that for over 40% of respondents had to wait for over two weeks to see a particular doctor, while 43% said that they could not see a doctor on the same day if they needed an urgent appointment. There are fewer difficulties with appointments with nurses but nurse recruitment is currently a major problem for the practice, as for other practices in the area.

7. **Lambeth PPG Network.** The Lambeth PPG Network is a federation of PPGs in the borough that first met informally in 2011. Since April 2015, GPs have been required under the terms of their contracts to seek the views of their patients, while Clinical Commissioning Groups (CCGs) have to ensure that patients are involved in decisions about the provision of primary care services. Since January 2015, the network has been funded by the Lambeth CCG and has 1.9 staff. Priscilla Baines is one of four board members from practices in the north of the borough.
8. There are now bi-monthly network-wide meetings each year, including the AGM, while the board normally meets monthly, as do its three sub-groups. The network-wide meetings have proved useful occasions for the exchange of information between PPGs as well as keeping up to date with developments in primary care. However, despite some improvements thanks mainly to the efforts of the Network development officer, many practices in Lambeth still do not have fully functioning patient-led PPGs. PPGs, like the Network, face considerable challenges in finding patients prepared to take on the work involved. The Network is now playing a constructive role in the developments in primary care in Lambeth but needs more volunteers to take an active part.
9. The Steering Committee would like to thank all the **Hurley Clinic staff** who have been involved in its work during the year, particularly Pam Elliott and Simone Williamson, plus Dr Kumar. We know that they are often under pressure but we have much enjoyed working with them and hope that we have made some useful contributions.

Priscilla Baines  
Chairman  
24 November 2017