

Tyntesfield Medical Group – Patient Participation Group

Chairperson's Report - AGM 25th February 2025

Version – Final 1.1

Introduction

Our Group is:

- The Tyntesfield Medical Group Patient Participation Group. The Tyntesfield Medical Group (TMG) comprises four GP surgeries; Tower House Nailsea, Brockway Nailsea, Backwell and Long Ashton, and will be referred to as 'the Practice'.
- The Patient Participation Group (PPG) is a group of interested TMG patients who help support the work of the Practice.

We aim to:

- To facilitate good relations between the Practice and its registered patients.
- To monitor patient experience and to actively follow up concerns raised through i) the TMG Family and Friends feedback and ii) to review any other NHS surveys.
- To work in collaboration with the Practice to improve services and facilities for patients.
- To build two-way communication and cooperation between the Practice and patients, other individuals and organisations in health care and the wider community.
- To act as a representative group to support the Practice and influence local provision of health and social care.
- To organise health events to enhance patient education.
- To promote wellbeing workshops and health talks in the locality.

Chairperson's AGM Report (On behalf of the PPG Committee)

We would like to start by pointing out this report covers a period of 17 months, as the previous AGM was brought forward to September 2023. This was when all of the previous committee members resigned from their respective positions. During this period 2 sets of annual accounts have been prepared for the periods ending 31/12/23 and 31/12/24 (Both have been examined by TMG). The latter being presented today for comments.

Looking back at the progress made since the above occurred:

- Membership:
 - o We would like to thank the previous committee members for an effective handover and for the constructive support and contributions made by all of the new committee members (Diana Trinick – Vice Chairperson, Terri Mazur – 2nd Vice Chairperson, Rosemary Ransome – Treasurer and Barbara Harris – Secretary).
 - o We have welcomed new members John Rose and Bethany Rogers, Peter Nixon, Drummond Forbes and Vickie Mitchell. We also said goodbye to Pam Yabsley, John White, Anthony Hobbs, Carol Cree, Moria Hunt, Joy Flower, Alison Witchell, Judith Wright and Mark Wilkins.
- Governance: We have enhanced our documentation by updating our Terms of Reference, Roles and Responsibilities and Membership Form. We have continued to meet on a regular basis with i) 10 PPG meetings held in the calendar year, the exceptions being in August and December due to holidays and ii) monthly Committee meetings.

- Assessing our priorities: The Committee completed a self-assessment exercise, which was based on guidance provided by the National Association of Patient Participation (NAPP). The outcome of this activity features heavily in the topics summarised in this report.
- Patient communication:
 - We have worked with TMG to help improve the content of their website, in particular relating to the PPG.
 - We have updated our PPG Noticeboards and provided a patient feedback Suggestion Box in each GP Surgery.
 - We have been featured in articles produce locally by Nailsea Town Council and North Somerset Times. We have also provided our own regular updates on social media, notably Facebook.
 - And finally, during the 'NAPP – PPG Awareness week (3-9 June 2024)', we posted an update on the progress being made by our PPG, which was subsequently featured in a NAPP Newsletter.
- Location of PPG meetings: We have tried to hold meetings in each of the urban areas where the surgeries are located. In Nailsea we meet at No.65 High Street (which has been provided by Nailsea Town Council, free of charge). We have used 2 different locations in Long Ashton but, neither have proved suitable and we have since been unable to find alternative premises. In Backwell we have used the Bowls Club, but this costs £45 for 3 hours. We have now agreed i) future PPG meetings will be held at No.65 High Street in Nailsea and ii) we will provide transport support to our members who need assistance to get to this location, especially in the winter.
- Financial support: We are very grateful to Nailsea Town Council who i) approved our submission for a £1,300 community grant. This funding has helped us deliver our patient events (refer below) and ii) enable us to use No. 65 High Street, free of charge, for our PPG meetings.
- Additional resources: We are also very grateful for the support provided by Hayley Orchard, who is the Nailsea Town Council Wellbeing Officer. Hayley Orchard now attends our PPG meetings and Committee meetings. Hayley Orchard has been instrumental in expanding the number of health events held during this period (refer below).
- Events:
 - **Diabetes**
 - This was held at the Baptist Church in Nailsea on 9/4/2024.
 - Speakers were represented from a number of organisations including TMG, the Diabetes Prevention Programme and Diabetes UK.
 - 88 patients attended, who overall provided positive feedback, with a few lessons to be learnt.
 - As a result of this event, we have been able to relaunch a Diabetes Support Group.
 - **Falls Prevention**
 - This was held at the Baptist Church in Nailsea on 23/9/2024.
 - This was supported by Voluntary Action North Somerset
 - It was a very successful event with 163 people attending.
 - As with Diabetes, the targeted Text messages sent by TMG to patients was seen as a great help.
 - **Good Grief:**
 - This was held at the Baptist Church in Nailsea on 11/10/2024.
 - This was less well attended, but some patients received support at a time of need.
 - It had been felt

- , in advance of the event, it would be inappropriate for TMG to issue Text messages to patients to publicise this event.
- **Stoma Care:** A new patient support group has been established.

In addition, it should be noted, with our appreciation, that 2 smaller events were delivered by Hayley Orchard, at No.65 High Street, relating to **Community Cardiovascular Disease Prevention (7/6/24) and Paediatric first aid (October 2024)**

- TMG: We are also grateful for:
 - The support we receive from their Management Team, notably Phillippa Roach, and Partners who regularly attend our PPG meetings.
 - The payment of our subscription to NAPP and funding to cover our Administration costs.
 - Them providing guidance on the medical priorities of their patients.
- PPG Chairs' Forum:
 - Where possible we have attended and supported this forum.
 - At the beginning of my new role, it was very useful to meet other PPG Chairpersons and have the opportunity to learn from them. Both in terms of their approach to maintaining an effective PPG and the challenges that this brings.
 - This forum now makes contact via a shared email group.

And, to conclude my report, we would like to look ahead at next year's plan. We aim to:

- Continue our liaison between TMG and Hayley Orchard (NTC Wellbeing Officer) to support and deliver health events.
- Continue to improve the content and methods of communication with TMG patients, especially to those who do not have access to the Internet or the use of a mobile phone.
- Encourage new members to join our PPG, especially from Backwell and Long Ashton.

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