

Quorn Medical Centre - Patient Participation Group Annual Report 2023-2024

QMC PPG and VPPG Membership

Over the past year, our regular attendance at the Patient Participation Group (PPG) has seen a slight decrease from 12 to 10 members. While this reflects some members' decisions to step back, we remain committed to fostering a vibrant community. Our Virtual PPG membership has also adjusted from 146 to 135, highlighting the dynamic nature of our engagement.

QMC PPG Notice Board

Our PPG notice board in the surgery waiting area continues to be a valuable resource, updated every two months thanks to the dedicated efforts of Keith Allan. This ensures that patients stay informed about important news and events.

Local PPG Meetings

Beverley Carr has been actively representing us at the NHS Leicester, Leicestershire, and Rutland ICB meetings across the county, ensuring our voice is heard. Chris Berry has also participated in the Charnwood PPG Forum, both in person and virtually, with minutes from these meetings regularly shared with our PPG colleagues.

PPG Diversity Initiatives

While we have faced challenges in enhancing the diversity of our PPG, we remain optimistic about future efforts. Our goal is to create a group that truly reflects the community's perspectives. The QMC PPG email address was established to capture feedback from patients not currently involved in the PPG. Although responses have been limited, we appreciate the engagement from some Virtual PPG members who have volunteered for our upcoming event in May 2025.

Upcoming Event for Younger Patients

We are excited about our planned event in May 2025, focusing on younger patients with mental health concerns. After discussions throughout the year, we decided to broaden the audience to include older patients (this will not include Dementia or Alzheimer's as this was covered in our health event organised in October 2019) as well, aiming to attract a wider range of participants. Although the resignation of the event organiser has raised some questions about its viability, we are committed to finding solutions to ensure its success.

Patient Questionnaires

Quorn Medical Centre has actively sought patient feedback through questionnaires, exploring views on additional roles available as alternatives to seeing a doctor, as well as conducting the LLR Patient Satisfaction Questionnaire. This feedback is invaluable in shaping our services.

QMC Website Enhancements

This year, we have made significant improvements to our website, making it more welcoming and accessible. A dedicated PPG section has been added, providing easy access to information and resources.

Presentations to the PPG

Throughout 2024, we were fortunate to host several insightful presentations during our PPG meetings, featuring:

- Helen Cullinan, Community Engagement Officer, LOROS
- Emma Ward, Charnwood Time Bank
- Hayleigh Kicks, Alzheimer's Society

Chair of PPG

At the 2023 AGM, Chris Berry was elected as Chair, and we thank him for his leadership. As he prepares to step down at the 2024 AGM, we look forward to welcoming new leadership and fresh ideas to continue our mission.

Report prepared by Chris Berry (Chair) with contributions from Elizabeth Clough and Ellen Squire

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