Chairman's Report (2014-15)

Outstanding from 2013-2014 was the issue of public seating next to the surgery on Cradley Road. The Treasurer's tenacity in chasing up the Council achieved improvements.

Patient participation changed significantly during the year following the practice taking part in the pilot Productive General Practice programme. The outcomes reported upon by the Midlands and Lancashire Commissioning Support Unit highlighted the relevance and benefits to practices of patient engagement in all aspects of service development. The PPG is active in rolling out the Enhanced Primary Care Development Programme.

The PPG was granted funds and in May 2014 delivered a public health event at Providence Methodist Hall, Cradley raising public dementia awareness. A movie short was produced to showcase the patient/carer voice at the event.

The PPG gave presentations promoting Pharmacy First to the local Area Community Forums, Dudley Healthcare Forum, Stourbridge Township Council, Dudley Residents' & Tenants' Association and Wychbury practice staff. We lobbied Dudley CCG to adopt Pharmacy First equally across the Borough for next year and completed surveys for NHS England to evidence roll out across Birmingham, Solihull and the Black Country.

The group used a successful funding bid in September to obtain presentation equipment used to deliver various talks to patients, public and practice staff in Dudley.

Visitors included Alison Gallagher (Hingley Mej & Co) and Kuljit Gill (Adam Myers Group) who gave presentations to the group.

In January we heard that Dudley now has a Rapid Response Team to care for elderly, frail or patients with long term conditions requiring help with a health problem at home.

Our PPG representative at a Russells Hall Hospital food quality assessment event was the only person not to get any beef in his sample of beef casserole.

Robust and meaningful patient surveys are continuing to provide useful feedback to the practice, particularly regarding personal performance by doctors and nurses.