



Bringing the community into the practice

Patient Participation Group (PPG) Annual Report

1st April 2025 – 31st March 2026

1. Profile of Members

The group was initially formed in 2011 and we are very proud that the group has continued to meet on a quarterly basis since that time.

We continue to have 5 active members, 60% female and 40% male representation. Our members remain consistent and have supported the PPG for many years.

The practice list size as of 31st March 2026 was 7908 which remains consistent when compared to 7,928 as of 31st March 2025.

2. Patient Representation of its Registered Patients

The PPG continue to focus on ensuring all patient groups are adequately represented. Any patient is welcomed into the group if they express an interest in attending.

Mrs Catrina Cornwall, Practice Manager remains in the Chair and Secretary/Minute Taker positions as no PPG member wishes to take on either of these roles currently. To ensure meetings are held and accurately recorded, Mrs Cornwall is happy to continue undertaking these roles.

The practice feels privileged to have such a supportive patient group who are committed to seeing improvements at the practice and who have offered their continued support throughout this year.

3. Meetings

All meetings were face to face meetings and were held at the Lyme Valley Practice site.

During 2025/2026 the following meetings were held:-

- 17th April 2025 at 11 am
- 10th July 2025 at 11 am
- 16th October 2025 at 11 am
- 15th January 2026 at 11 am

All meetings are held on a Thursday at 11 am as this is the best time for all existing members and ensures maximum attendance.

Patients are informed of future meetings as these are displayed within the practice waiting room and in meeting minutes. If anyone expresses an interest to attend, they are supported in doing so.

Minutes of all meetings are available in hard copy from the practice as well as electronically on the practice website.

4. Practice PPG Survey

4.1 Design and organisation

The practice remains committed to undertaking an annual **Practice PPG Survey** and this year it was decided to again use an electronic survey as this had been so successful in the previous year. All patients who had a verified email address were sent an email with a link to the survey. We were unable to send to all patients via text messages due to a restriction in the amount of text messages we are able to send as a practice.

Our survey was rolled out between November-December 2025 after being amended and agreed at the October 2025 meeting. Results were collated from January 2026.

The survey this year focused on the same questions as were asked in the 2024/2025 survey so that an accurate comparison could be made and improvements/declines in service noted.

The survey noted the following questions:-

1. *Have you registered with the NHS App?*
2. *How would you describe your OVERALL satisfaction with the Quality of the Service you have received in comparison to last year?*
3. *How satisfied are you with the Appointment System - Ease of booking an appointment ON THE DAY with any clinician?*
4. *How satisfied are you with the Appointment System - Ease of booking an appointment IN ADVANCE with any clinician?*
5. *How satisfied are you with the Appointment System - Ease of CANCELLING an appointment?*
6. *How do you NORMALLY book your appointments to see a clinician at the practice?*
7. *If you order a regular repeat prescription, please tell us your preferred means of requesting this from us.*
8. *If you order your repeat medication electronically, please score your level of SATISFACTION with the facility.*
9. *Please score your SATISFACTION with use of the Online-Consult facility through the practice's website.*
10. *Please score your SATISFACTION with use of our new telephone system*
11. *In general, how satisfied are you with the service you receive at the Practice?*

4.2 PPG Survey Results

We sent the survey to approx. 3,000 patients with verified email accounts, and received 306 responses back. This represented approximately 4.6% of the practice's adult registered patients (6553). We acknowledge that this was less than last year but given that we could no longer send the survey via text, we were pleased with the response rate.

A summary of the responses received is detailed below:-

1. 89% of respondents had an NHS App registration, 8% did not and the remainder were unsure of what this was.
2. 90% of respondents were happy with the quality of service provided by the practice.
3. 76% of respondents were happy with the ease of booking an on the day appointment.

4. 61% of respondents were happy with the ease of booking an appointment in advance.
5. 64% of respondents were happy with the ease of cancelling their appointments.
6. 87% of respondents were using the telephone to book their appointments, rather than via online booking. However online booking had increased by 1.32% when compared to last year.
7. 54% of respondents were requesting their repeat medication using the NHS App, with the level of positive satisfaction in doing this being at 71%
8. 50% of respondents were unsure that an online E-consultation facility was available which is a positive reduction on last year.
9. 78% of respondents gave positive feedback regarding the practice's telephone system.

What is very encouraging is that the practice's STAR rating improved from 4.12 to 4.37 (out of 5) when patients were asked 'how satisfied they were with the service they received at the practice'. There has been an increased improvement in this rating for the last 3 years.

5. Other feedback received

In addition to the annual PPG survey the practice also uses **NHS England's Friends and Family** tests to collate patient feedback. The PPG have sight of all results received as these are tabled at each meeting and review is undertaken to identify any trends.

The Practice Manager has confirmed that she has sight of all **formal complaints** and there have been 6 formal complaints received in 2025. After full clinical and managerial review, 2 complaints were not upheld, 1 was partially upheld and 3 were upheld fully.

After reviewing all avenues of patient feedback, the PPG members and practice management agreed that no trends have been identified.

6. PPG Newsletter

The PPG continues to develop an informative PPG Newsletter for patients throughout this year. This was published bimonthly and contained useful NHS and chronic condition articles as well as news relating to the practice and its staff. At the time of publishing this report the 24th edition is being distributed. Electronic and paper versions are available so that they are accessible to all patients. All have been well received by the patients and staff.

7. Moving Forward into 2026/2027

The group members were asked if they feel an action plan needs to be developed for this year.

Their views, particularly related to the results of the PPG patient survey and other patient feedback, were that we would actively continue to:--

	Action	Timescale
1.	In line with NHS England guidelines and to aid the practice, continue to promote the NHSApp. This application is designed to enhance the efficiency and quality of healthcare provided by the practice and will also ensure the patients are ready for wider roll-out in the future.	In practice In PPG newsletter Word of mouth.
2.	Promote the practice's E-consultation process allowing quicker access to care which could also remove the need for unnecessary in-person appointments.	In practice In PPG newsletter Word of mouth.
3.	Encourage new members to join the group to bring new and alternative ideas on improvements to the practice/patient care.	In practice In PPG newsletter Word of mouth.

The Practice will continue to implement recommendations in accordance with government guidelines as well as making practical improvements to the practice which will benefit all patients.

In addition to this the Practice Manager remains committed to discussing with PPG members NHS priorities and initiative to ensure that the impact on the patient population is always considered as a top priority.

8. Ongoing Communication

Publication of all documents relating to the PPG can be found via the practice website – www.lymevalley.co.uk. In addition, information can be found in paper form at the practice.

Should anyone wish to be sent an individual copy of any correspondence, requests can be made for such through the Practice Manager.