QMP PPG:Short summary of activities (1 October 2015 – 31 December 2017)

1 **Continued affiliation with the N.A.P.P.**

2 **Meetings.**

Usually held 3-monthly. All QMP Patients aged over 16 years are invited to every PPG Meeting. In attendance, a core group (most often 8 - 10 in number) and at least one member of QMP Staff. Minutes of Meetings are made available to Patients and Staff.

3 **Meetings with special interest (in-house speakers).**

* Patients submitted questions on a range of topics. These were answered by Dr Hughes, QMP Senior Partner (17 May 2016).
* Patients submitted questions which were answered by Jacky Martinelli, QMP Reception Supervisor giving an insight into the day to day running of QMP Reception (9 May 2017).

4 **Meetings/presentations with special interest (external speakers).**

* British Red Cross instructed basic first aid for baby and child (11 November 2015) and for the elderly (25 May 2016). These were the fifth and sixth sessions at QMP by BRC. The PPG decided to take a short break from these courses - none were held during 2017.
* Selsdon Contact Neighbourhood Care (supports those in need to live independently) and The Selsdon Centre for the Retired (provides support and social interaction for the elderly) presentations (21 February 2017).
* Croydon Carers’ Information Service ( supports carers) presentation (28 November 2017).

5 **Support at QMP ‘flu Clinics.**

As usual, during autumn ‘flu clinics (2015, 2016 and 2017), PPG Members marshalled Patients, issued relevant information, talked about the PPG and offered feedback forms.

6 **Patient Satisfaction Survey.**

Most recent survey (26 specific questions) took place during September/October 2017. Results have been collated and are included for discussion at next PPG Meeting (16 January 2018).

7 **Added to** **‘virtual’ PPG (143 Members (31 December 2017) from 54 (1 October 2015)**.

Theoretically, all QMP Patients aged over 16 are PPG Members. At every opportunity, gathered contact details of those who wish to be included on the PPG’s ‘direct’ (e-mail) Circulation List.

8 **Prepared displays for PPG Awareness Weeks** **(June 2016, June 2017).**

Illustrated focus of PPG with Newsletter, collected feedback and new ‘virtual’ members details, highlighted services offered by QMP, displayed leaflets relating to health and local support groups, promoted ‘self-help’, the value of advice from pharmacists and alternatives to visiting A & E.

9 **Advertised relevant Talks.**

Held locally and presented by specialists on a range of health topics (eg prostate, osteoporosis, eye care, arthritis and rheumatism, mental health and depression, etc).

10 **Croydon PPG Network.**

Two Members of the core group regularly attended Meetings of Croydon PPG Network.

11 **Health Workshops organised by NHS Croydon CCG.**

Some Patients attended workshops relating to specific health conditions.

12 **NHS Croydon CCG Self-care Information.**

When requested, some Patients have commented on the content of these cards/leaflets.

13 **Fundraising.** In 2014, QMP PPG purchased a blood pressure machine with money donated by appreciative Patients. Plans for further fundraising is currently under review.