

Patient Participation Group Achievements: 2025

Surgery Related

	Item	Action	Impact
1	Health Checks	Encouraged the surgery to promote the availability of health checks	Increased awareness of the availability of Health checks from Clunch articles. Health check Invites and completions have increased.
2	Blood Tests at Newmarket Road	The PPG Contacted Addenbrookes and had a better understanding of why the wait time could be up to 2 hours	Surgery communicated to patients about the expected time, the times to avoid and to advertise other options
3	Feedback from organisations	Attended Burwell Early Learners to discuss surgery services with parents with young families	Feedback on the Surgery services was very positive
4	Reviewing clinical service areas	Two service areas selected at each PPG meeting to discuss and review	Members of the PPG more aware of the volume and the work the surgery performs and the issues it faces

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PPG Related

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1	Clunch Articles	Now supplied to Swaffham Crier and Exning News as well as Clunch in Burwell and Within Reach	More patients receiving information
2	10-year health plan	At short notice PPG members submitted a return on the 10-year health plan	Identified issues and possible options for health service
3	Open session	PPG members were available in the Village Green coffee shop to answer questions	Trying to engage with community
4	Burwell at Large	Attended for the first time to promote the work of the PPG and encourage others to join	Advertised the PPG, Roller banners purchased and are now used in the surgery. Lots of favourable comments about the surgery. Two new members joined the PPG.
5	Improved links between other organisations and the surgery	In a discussion with Burwell Community Sports Centre they were made aware of the services offered by the Social Prescriber	The Social Prescriber was also made aware of classes provided by the sports centre, as well as the Sports Centre staff's desire for greater interaction between them and the Surgery on course take-up, particularly those run by Healthy You.
6	Clunch Articles	More focused Clunch articles on health checks, Health and Wellbeing Coaches and weight loss jabs.	Before publication the article on weight loss jabs was at the top of the surgery home webpage
7	Attracting views of younger patients and patients with young families	The PPG is underrepresented in this area. We have tried providing online access and attended Burwell at Large and met parents at Burwell Early Learners	The limited feedback we have received on the surgery has been very favourable. We are considering other ways of receiving feedback from this group

8	Selecting appropriate speakers	A Health and Wellbeing coach attended the January meeting, and Healthy You attended in July	A better understanding by PPG members of the services available to patients
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1	Relationship with Surgery	Surgery has always responded positively to questions and requests for information	A good working relationship with the surgery
2	The PPG has taken an Interest in Reviews by External Bodies	A PPG subgroup met to discuss the external reviews. These included the GP Survey, Quality and Outcomes Framework (QoF) and Care Quality Commission (CQC)	All reviews show the surgery in a positive light. The PPG selected six GP Survey indicators to focus on and display on the PPG webpages. The PPG also asked for 2 of the QoF clinical areas to be discussed at each future meeting.
3	The Care Quality Commission Monitoring Call	PPG members were asked to complete a feedback form as part of this process	PPG members were involved in the inspection process
4	Surgery Website	The PPG has made suggestions on where the surgery website had material that was out of date or needed changing	An improved website
5	Surgery Feedback	The PPG regularly provides feedback to the Surgery	The surgery takes account of patient feedback in its decision making. This could lead to improvements in the service provided.

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1	Remote Access	The July meeting had an online attendance option	This allowed group members to attend the meeting online. This has attracted between 2 and 4 additional attendees per meeting.
2	Clunch Articles	Regular articles in Clunch. Recently articles have been more care focused. Extended coverage beyond Clunch in Burwell to include Within Reach.	Signposting areas where help might be available. Expanding local coverage to more surgery patients.
3	Pharmacy	Invited new owners of pharmacy in Burwell to PPG meeting. Pharmacist also attended a subsequent meeting	Trying to improve the service for patients. Led directly to a Clunch (etc) article promoting Pharmacy First.
4	Meetings	PPG has set the agenda, and organised speakers for meetings	PPG meetings have become more focused
5	PPG Webpages on Surgery Website	The PPG webpages have been reviewed and now include Clunch articles and PPG meeting minutes	Patients should be more informed about the PPG
6	Comparisons with Other PPGs	Our PPG meets regularly; meetings are well attended and have time for discussion and feedback	We seem to compare well to other PPGs

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1	Producing Clunch Articles	Appeared in Clunch in Aug/Sept, Oct/Nov, Dec/Jan	Advertising PPG, Discussing askmyGP and ordering Prescriptions
2	Surgery website	Recommended that the surgery website was reviewed by Healthwatch and new provider explored	Longer term this could help save reception staff time
3	Making patients aware of prescription options	Discussions with Lloyds, Clunch article and possible talk from pharmacist	Improving service
4	Surgery Facebook page	Suggesting some Improvements for Facebook page	More up to date information
5	Coming out of Hospital Leaflet	Burwell Carers document added to surgery website	Making carers and patients more aware of help available in Burwell
6	Baby Clinic	Instrumental in getting the surgery to support the development of a mother and baby clinic in the village	Better service and less travel. Two existing providers were identified in Burwell
7	New Housing Development	Discussed how the surgery is going to support the increase in patients from the proposed building developments in the village and surrounding area	Ensuring that the surgery continues to plan ahead

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1	Secretary	Group taking over Secretary duties of PPG from Assistant Practice Manager	Freeing up time for important surgery work. Minutes issued promptly Issues arising from meeting can be dealt with quicker
2	Developing our own Aims and objectives	Draft produced and to be discussed	Making aims of group clearer
3	Helped find an alternative meeting venue	Thanks to Burwell Day Centre	More appropriate venue
4	Having discussion meetings without surgery	Group working together better	More focused PPG meetings
5	Members taking responsibility for areas	A number of subgroups created with a lead for each one	A more involved PPG
6	PPG Website pages	Now up to date and awaiting further development	A good advertisement of the PPG
7	New Members	At least 5 new people have asked to join the PPG	Hopefully new ideas!