NEWBRIDGE SURGERY

PATIENT PARTICIPATION GROUP (PPG) REPORT

This report summarises development and outcomes of the Patient Participation Group in year September 2025 – August 2026

Newbridge Surgery is a busy single sited urban practice with a multi-cultural patient population. The list for Newbridge Surgery in 2026 equates to 6032 patients and continues to rise.

The Patient Participation Group has continued to meet regularly over the past twelve months to discuss issues that affect patients, and to hear of any changes within the practice and Primary Care Network.

In the National Patient Survey (published in 2026) results for general practices, our surgery performed very well, and was ranked one of the highest in the West Midlands. Newbridge Surgery results was overall 94% nationally compared to 74% and locally to 77%.

There continues to be changes in the delivery of Primary Care across the country. It is important that through Patient Participation Groups, patients and carers have an opportunity to share their views with the medical professionals and staff.

We have continued to have a good sustained presence of regular attendance of Patient Group Members following recruitment from previous promotional events. We continue to promote the PPG at any Healthcare promotional events within our PCN. We would still like to recruit more patients and carers to join our group, particularly younger people and patients from multi-cultural groups.

The patient group meets every 2 months at 4:15 pm on a rota basis for days; either on Tuesday, Wednesday and Thursday.

The Practice Manager or nominee and Senior Partner / Clinical Director regularly attends the meetings and feedback to the group. We regularly listen to any issues raised by the PPG. You can access the minutes of our meetings from our practice website www.newbridgesurgery.nhs.uk

Members of Healthwatch Organisation joined us to attend our last meeting with an update and also attendance of a GP Assistant to discus their role in the surgery.

Friends & Family Test

The Friends & Family Test (FFT) was implemented by NHS England for General Practices in January 2015, and data from the completed survey has been submitted on a monthly basis since then. The data is published on NHS England's website and on NHS Choices.

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We regularly get high volumes of responses following the Friends and Family questionnaire, and average circa 300 responses each month from our patients. Any negative results are discussed with PPG members for improvements.

During 2025 – 2026 an average **96.68%**[1] of patient surveyed said they would recommend Newbridge Surgery to their friends and family if they needed similar care or treatment.

The patient comments have been shared with the patient group at each meeting, and a continual action plan to be put in place for any agreed improvements for the practice.

National Patient Survey

NHS England undertakes national patient surveys on general practices and results are published annually. The results of the survey for each GP practice are weighted to adjust the data to account for potential differences between the demographic profile of all eligible patients in a practice and the patients who actually complete a questionnaire. More information about the survey can be found at the GP Patient Survey website: https://gp-patient.co.uk/surveys-and-reports

At the time of writing this report, the last data available online for this survey the practice scored higher than the local average in every question. **423 surveys were sent out, 109 surveys returned and a completion rate of 26%**

Practice Website

www.newbridgesurgerywolverhampton.nhs.uk – this website was updated to reflect national guidance and has a useful information page, and useful website/contact page linking patients to support websites. Any requests from patients for additional information to be posted on to the website is welcomed but the format will need to be amended to reflect a standardised approach.

Practice Facebook Page

Newbridge Surgery continues to update its facebook page to help promote health campaigns across the City and also any local initiatives.

CQC Visit

The practice had a CQC inspection in January 2018 and received good feedback, with the overall rating remaining as Good. The full report can be accessed via the practice website or the CQC website.

[1] Based on FFT results / average over 12 months

Patient Group Achievements – 2026

The following actions have been taken as a result of actions agreed with the Patient Participation Group:

Newbridge Facebook page continues to be updated
Newsletters produced by the Surgery and also issued hard copies to neighbouring pharmacists / local community groups. PPG members to contribute to this document.
Successfully retained additional PPG members to attend the regular meetings held at the Surgery
Paper copies and Punjabi versions of the Friends and Family patient survey. AccuRx system is currently collating text message results following patient's attendance at surgery.
Comments column added to the Friends and Family feedback to gain more specific feedback from the patients
Comments board displayed from findings of Friends and Family comments for previous month are discussed at meetings
PPG attendance at any flu / patient engagement awareness sessions to help raise profile of this group
GP Assistant or another clinical team member to be in attendance

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Victoria Roddie
Practice Manager
Newbridge Surgery

24.8.26

Message from the Chair – Mrs Jean Hancox

We do hope you are keeping well and have enjoyed the sunshine we have experienced this Summer.

We want to make you aware of the role of the Patient Participation Group (PPG). We are a critical partner, a contributor where there is an opportunity to share our views, ask questions and hear of any changes in staffing and any other changes in the surgery

The Practice Manager, and Dr Pickavance is usually in attendance. We also have invited speakers to our group who explain their role, always very informative. We would welcome more patients to join us, particularly younger people and patients from multicultural groups.

Our thanks to the Practice Manager for the administrative support that she gives to the group, Dr Pickavance for informing us of what is happening in the surgery and all other members of staff that provide us with an excellent service. Thanks also to Richard Ashwell the Vice Chair and all members of the PPG for their contributions.

If anyone would like more information on the role of the PPG group please feel free to contact me on 07814 246479.

Best wishes,

Jean Hancox
Chairperson

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