

Ivy Court Surgery Patient Participation Group 2025 Review

Over the past year, the **Ivy Court Surgery Patient Participation Group (PPG)** set out an ambitious programme of activities aimed at strengthening patient engagement, improving communication, and enhancing our shared environment. Thanks to the dedication and teamwork of our members, we not only met these goals but exceeded them, delivering meaningful outcomes for patients and the wider community.

Key Achievements

Health & Education

- The PPG arranged two highly successful prostate health information sessions, attended by 50 participants in total. Feedback was extremely positive, and the sessions helped raise awareness of an important mens' health issue.

Communication & Visibility

- Secured full coverage of PPG news in the January 2025 Ivy Court newsletter, thanks to Dr Pillai's support.
- We have developed new content and established a dedicated PPG section on the Ivy Court Surgery website, including a patient contact form. This work was made possible through the efforts of the PPG and the Surgery's technical support team.
- Our refreshed PPG noticeboard, in the main reception area, is regularly updated.

Medicines Amnesty

- We ran a third successful medicines amnesty in 2025. This resulted in a significant reduction in wastage recorded compared with the results of 2024. This was despite the return of one notably expensive item.

Gardening & Community Spaces

- This year we have expanded the Ivy Court Gardening Group @ EC30. Volunteers, both Patients and members of the Tenterden and District Horticultural Society have transformed the outdoor areas into vibrant, welcoming spaces. The group has grown into a cohesive and enthusiastic team supported by the PPG.

Partnerships & Advocacy

We have joined Ashford Clinical Providers (ACP) Pan PPG group, made up of 11 PPGs in the Ashford area of Kent. We are actively contributing to help raise awareness of the Patient Voice.

- We engaged with local MPs and councils on issues affecting patients, ensuring regular communication with MP Katie Lam.

Governance & Best Practice

- Supported Stephen in developing 'The Characteristics of an Effective Patient Participation Group', a document now being adopted by the wider Pan PPG network to guide best practice across Kent.

Conclusion

This has been a year of significant progress, collaboration, and community impact. The PPG has demonstrated what can be achieved through shared purpose and commitment, delivering tangible benefits for Ivy Court patients and contributing to wider system improvements across the region. The achievements outlined here reflect the hard work of every member of the team, and they set a strong foundation for the year ahead.

If you would like to find out more about the PPG please visit the Ivy Court Surgery website and follow the links for the PPG area and our Contact Form.