

WALNUT TREE PRACTICE PRACTICE PATIENT PARTICIPATION GROUP

ANNUAL REPORT TO 31ST MARCH 2013

During the NHS financial year to 31st March 2012 Walnut Tree Practice established a Patient Participation Group jointly with Acorn Practice and known as May Lane Surgery PPG, and carried out its first May Lane Surgery PPG Survey of patients views. The PPG group has continued to grow its membership over the past year from interested patients joining the group and we have established a 'virtual' PPG as well contacted by email.

Both practices share the same surgery premises at May Lane and would have some common issues, although it is also appreciated that patients views and priorities may differ between each practice, and so a separate patient survey was again undertaken for each practice to ensure the survey reflected differing patients views on the service provided by each practice.

Structure of the PPG

The aim was to develop a proper structure that both reflected and gained the views of its registered patients and enabled the practice to obtain feedback from a representative cross-section of the practice as far as possible. The following was taken into consideration:-

- Profile of people by age, sex and ethnicity.
- Practice attempt to make PPG as representative as possible.
- Consideration for a face-to-face group and/or a virtual group

Agree Areas of Priority with PPG

The PPG Group has continued to grow over the past 12 months and has become an established mechanism for the practice to be more aware of patients views about health services locally. The PPG Group has recently carried out a second annual survey using a number of the same questions from Year one – to identify if our action plans last year have had any effect on the service levels.

Last years Agreed Action points were:-

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| 1. Question 2 – Practice to undertake a review of the telephone system to identify if a new system with technological changes can improve answering the phones during the first busy hour of the day and to give patients an idea of where their call is in the queue. |
| 2. Question 16 - Practice to promote to patients the ability to book appointments on line by GPs proactively recommending the service especially to patients with complex health needs who regularly need appointments. |
| 3. Question 8 – Practice to make more patients aware of the ability to speak to a GP on the phone with a telephone consultation – receptionists to promote proactively and publicise in May Lane Messenger Newsletter. |

A new telephone system has been installed on 16/2/13 – and we are hoping this will improve the response times for patients especially during the busy period of 8.30-9.00am.

We have increased the number of pre bookable on-line appointments with GPs – and plan to extend this further during 2013.

We are seeing a higher number of requests from patients for telephone consultations, and have advertised these types of appointments in our May Lane Messenger newsletter.