

Local Patient Participation Report for Limes Medical Centre 2012/13

The group formed in 2011 and we have had a consistent turn out of members to the regular 4-6 weekly meetings. We have continued to promote new members to join the group by having posters up as advertising. Not only this but to try and get a more representative group some patients will have been approached directly to join our group verbally or with leaflets. The questionnaire also advertised the group by asking patients if they were interested in joining our group. Even with these measures we have a group of 21 members with an even split of men to ladies.

As usual the initially meetings in the year we discussed what we wanted included in our local practice survey. This year the survey focused on giving us an idea of how we were doing with increasing users of the website for cancelling appointments and users signed up for the text reminder service. As well as this we wanted to try and find ways of helping patients to help themselves with suggestions of walking groups or dietary suggestions.

The questionnaire was given to all patients attending the surgery for an appointment over the period of a week in December 2012 until we had over 200 completed questionnaires. Results of this are attached. At the next meeting results of the survey were discussed and an action plan created as follows:-

Action Plan

- 1) To have a regular quarterly patient participation group newsletter.
- 2) To promote local self help groups.
- 3) To use the newsletter and the PPG notice board to promote appropriate use of A&E.

Opening hours

Monday	0800 to 1830
Tuesday	0800 to 1830
Wednesday	0800 to 1830
Thursday	0800 to 1830
Friday	0800 to 1830

At all other times please call 111 in cases of needing medical assistance or 999 in medical emergencies