

### **Patient Participation Report 2013/2014**

The Patient Participation Group demographic has altered slightly in the last 12 months and the practice is now represented by two male and two female members. We hope to increase our membership during 2014 and the current group has identified the need to have representation from the under 45 years. The practice will continue to advertise the PPG within the surgery and intend to have a dedicated noticeboard for this in the waiting area. It is intended that by having a section on the website this will also help increase membership.

The PPG met on 7th November 2013 to discuss the results of the patient survey. The patient survey took place in October and was available to complete in the practice. 100 surveys were distributed and 98 were returned. On reviewing the completed surveys, it was noted that the responses were very similar to last year's results.

The results were favourable for access and general satisfaction. The PPG decided that whilst this should remain at the forefront of the practice's aims, they would use the next 12 months to develop and promote the Patient Participation Group.

The PPG discussed and agreed the aims for 2014 would be;

- Increase the membership of the PPG to have a fair representation of the current practice population. This could include a virtual group via email.
- To make improvements to the website - health promotion areas
- To encourage the use of the online services; booking appointments and ordering prescriptions online.
- To invite speakers to attend the meetings to discuss health related topics.
- To participate in community health events.
- To have a noticeboard in the waiting area advertising the PPG and information from the health events/meetings.
- To upload information regarding the PPG to the website.
- To continue to bring ideas to the practice for improvement to the services offered.

The PPG will work as a group to take this forward and aim to achieve the aims by March 2015.

60% of the patients survey stated they were very happy with the practice opening hours. The practice will continue to be open from 8am-1pm and 2pm-6pm, Monday to Friday. Telephone lines will continue to be available 8am-6.30pm, Monday to Friday. Dr Lewis and Dr Patel will both have a range of morning, afternoon and early evening surgery times, that can be booked in advance. Same day booking is also available. If a patient has an emergency that cannot wait until the next routine appointment, these will also be seen on the same day. The practice will continue to develop the online booking system and offer a variety of appointments on this service. Practice Nurses, Sister Sue and Sister Kully will be available for appointments Monday to Friday, 8.30-12pm and 2-5.30pm.