



**Get involved –  
The Charnwood Practice Patient  
Participation Group  
Patient Participation Report  
2013**

*Putting our Patients at the heart of everything  
we do*

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## Why does the Practice need a Patient Participation Group (PPG)?

At The Charnwood Practice we want all our Patients to have a say in shaping and improving the healthcare we provide.

So that we could do this we recruited Patients from the practice through adverts, posters and word of mouth.

The PPG is open to all Patients registered at Practice and are welcome to join at any time.

## Who are the PPG and what do they do?

- There are currently 10 members on the PPG with ages ranging from 17 – 82 From a variety of ethnic backgrounds
- Practice staff regularly attend PPG meetings to provide an update on practice performance, and local/national health initiatives
- Michael Maxwell is our current Chairperson who was elected by the group
- We have a Terms of Reference which helps to guide the group
- The group meets regularly in person as well as holding virtual meetings via E-mail

## The Patient Survey – why do we need it?

- The only way to know what the Patients think is to ask them
- Our PPG members each contributed a question to the survey
- Feedback from our Patients is vital to providing 1<sup>st</sup> class services
- Before we can make improvements to the services we provide we have to understand what you the patients need from us

# Summary of the Survey results

- 267 fully complete responses
- 40 People said they wanted to get involved with the PPG
- A pie chart was produced to visually demonstrate the responses for each question
- Less than 5% of patients felt that they disagreed/strongly disagreed with statements
- Sit & Wait Patients felt that the clinic was highly beneficial
- Full details of the survey can be found at [WWW.thecharnwoodpractice.co.uk/PPG](http://WWW.thecharnwoodpractice.co.uk/PPG)

## Priority areas

- Improving telephone access to book/cancel appointments
- More Online appointments to be available
- Skype/Web GP consultations
- Better communication between all staff/patients

## Our Action Plan

- We put together a clear table of all the questions and whether or not action was required in response to the feedback
- If action was needed, what action was to be taken
- By whom
- And when by

A copy of the Action Plan can be found on  
[WWW.Thecharnwoodpractice.co.uk/PPG](http://WWW.Thecharnwoodpractice.co.uk/PPG)



## What happens next?

- The Practice is working with Leicester City Commissioning Board for IT solutions
- All those who showed an interest in becoming a member of the PPG will be invited to the next meeting
- Another survey will take place following implementation of any improvements