

Local Patient Participation Year End Report 2012

Members for the Patient Participation Group were recruited in the following way:-

Verbally
Notice board in the waiting room
Practice Website
Leaflet / Handouts

Unfortunately there are no ethnic patients in the patient participation group. The practice has endeavoured to recruit patients in the above manner.

Profile of PRG members

| | |
|----------|-----|
| 60 + | 40% |
| 45 to 60 | 30% |
| 35 – 45 | 30% |

Male 10%
Female 90%

The initial Patient Group Meeting was held.
Patient survey questions discussed and prioritized (minutes of meeting and patient survey questions Patient Participation Group – www.manorparkmedicalcentre.co.uk - website).

Second Meeting to approve to questions prior to publishing (minutes of meeting and approve survey Patient Participation Group – www.manorparkmedicalcentre.co.uk - website).

Patient Survey published on website and distributed in surgery.

Patient survey results extremely positive, for example:

Your level of satisfaction with the practices opening hours
84% fair to Excellent

Respect shown for your privacy & confidentiality
85% fair to Excellent

Manner in which you are treated by the reception staff
83% Fair to Excellent

Full report on Patient Participation Group – www.manorparkmedicalcentre.co.uk - website)
The PPG plans to complete a further patient survey in the autumn of 2012.
Information regarding opening hours and extended hours are on the practice website – www.manorparkmedicalcentre.co.uk.

Details of the survey and results are displayed on the Practice Notice Board in surgery and on the website. PPG are minuted.