

# Dalefield Surgery

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## **PPG Report March 2013**

Patients have been invited to join the Patient Participation Group in a number of ways:

- Patient Newsletter, these are uploaded to website and hard copies in reception/waiting room on a regular basis. Due to the information that has been required to pass onto patients over the last 6 months these have been more frequent than usual.
- Dedicated Notice Board in Waiting Room
- Website [www.dalefieldsurgery.nhs.uk](http://www.dalefieldsurgery.nhs.uk)
- The practice has a suggestion box in the waiting area and welcomes patient suggestions on how we can improve our service.

Patients who have expressed an interest to either reception or the Practice Manager have been contacted and invited to the next meeting. During the call they have been asked to either visit the website for previous information or we can send hard copy. All minutes and action plans discussed at meetings are uploaded to the website.

The patients on the Patient Participation Group list represent a cross section of our patient population including ethnicity, various age groups and chronic disease areas. However in order to encourage categories of patients not represented the practice has included a paragraph in routine letters sent from the surgery. The days and times of the meetings differ, ie early evening for working patients and afternoon for elderly population who would not wish to come out after dark in order to enable the different categories to attend.

The Terms of Reference for the Group were discussed and agreed by patients present at the meeting in December 2011, these can be viewed on the website.

The actions agreed at the meetings are at various stages and can be viewed on the website. These can also be printed in hard copy for those patients who request them.

Members of the Group discussed the April 2012 Patient Survey and all agreed that the questionnaire was too long and that the number of questions should be greatly reduced in the next one.

The Group decided to concentrate on ways on improving access, whilst no member of the group could report having difficulty in making an appointment, we would advertise the telephone triage and monitor the new telephone system installed. These actions are listed on the action plan and have influenced improvements to practice operations in repeat prescriptions, reception and telephone calls and the waiting area. Feedback from the November patient survey has been very positive on these changes, the results of which can be viewed on the Practice Website

The results of the November patient survey have been sent out in hard copy for members of the PPG to comment and actions to be agreed on at the next meeting

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on 12<sup>th</sup> March 2013. They have also been distributed to staff for discussion at the next practice meeting.

We have advertised extensively on our change of late night opening hours. This was due to patient involvement and looking historically at appointment/patient demand and responding to it.

### Future Actions

- We are looking to extend our website so that patients registered will automatically receive the Practice Newsletter if they wish.
- The next Patient Survey will also be available on the website in order for more patients to take part.
- Friends and Family question will be added to the next patient survey
- Any changes agreed at the PPG meeting for the next questionnaire