

## **PATIENT PARTICIPATION GROUP ANNUAL REPORT 2011/2012**

The purpose of the Patient Participation Group DES is to ensure that patients are involved in decisions about the range and quality of services provided and, over time, commissioned by their practice.

In April 2011, steps were taken to create a PPG for the surgery. We advertised in the surgery via posters, leaflets etc advertising the group and patients were able to express an interest. Guidance states that patient feedback must be representative of the patient population and generally this is considered from a sex, age and ethnicity point of view. Six patients from our PPG group are representative of the practice population.

The group has met twice during the last year and representatives of the practice are:- The Practice Manager, Dr P Warwicker and Dr L Hooker.

The Practice Manager had sent all members of the PPG a copy of the patient survey carried out in the practice (results published on our website). During our first meeting on 8<sup>th</sup> December 2011 Dr Warwicker explained that from the Practice's point of view the survey results were very encouraging, but after discussion, the PPG put forward some constructive suggestions:-

- Possibility of having a late night surgery until 8:00pm one night a weeks which would be convenient for patients working who were unable to attend during current surgery hours.
- Run a "drop in" baby clinic once a month for those patients who were unable to attend the Monday afternoon clinic.
- To have photographs of each clinician outside their consulting rooms so patients are aware of who their consultation is with.

We are currently considering the above and will make changes as soon as possible although photographs of all clinical staff have been uploaded onto the new surgery TV system along with an individual profile.

In general it was agreed that the appointment system was very satisfactory and met the needs of the practice population but we are constantly monitoring the system and making changes when appropriate.

It was also suggested that we have some form of health education system in the waiting room so the practice now has NOTICEBOARD TV which provides up to date information on health promotion and lots of information on the practice which can be updated on a daily basis. The feedback received so far has been extremely positive and after a few small start-up problems the system is now working to capacity.

We propose to hold PPG Meetings every 3 months and will run another patient survey towards the end of 2012.

THE GROVE MEDICAL CENTRE