

Patient Participation Group Report 2012/2013

1) The patient participation group currently numbers 11, with 1 virtual member.

2) The age range of the group is from 24 to 82.

30% of the group are over 65. This is fairly representative of the practice, as 23% of the current practice population, based on the same age range, are over 65.

30% of the group are aged 44 to 59 (Practice as a whole 33.6% for this age group)

30% of the group are aged 23 to 31 (Practice as a whole 37% for this age group).

The age group from 16 to 22 are not represented. Efforts were made to recruit from this age group, by telephoning selected patients and opportunistically during consultations, but without success.

The ethnicity of the group includes British, Indian, African, Caribbean, and European representatives, in similar proportion to the Practice population as a whole. However, some groups are not represented, e.g. Eastern Europeans, Somalis, Afghans. The main issues encountered in recruiting people from these groups relate to language difficulties, short term housing, and family commitments.

We are actively looking to recruit new members.

After the patient participation group's inception in 2011 we have met regularly and after a period of discussion and a patient survey we decided our action plan for 2011/12 would focus on the following key areas: reduction of waiting times in the waiting room, promotion of healthy living and improving the Practice survey questionnaire.

Firstly, we have achieved a small reduction in waiting times in the waiting room by informing patients via an automated phone message when booking an appointment and a message on the LED screen to let the patients know that each appointment is for ten minutes and to discuss one problem only.

Secondly we have also achieved an improvement to our patient survey by designing the survey ourselves to achieve the questions more appropriate to our practice, which has highlighted some key points which we will be included in our action plan for 2012/13.

Lastly, the Doctors and practice staff are now more actively promoting healthy living, offering patient leaflets, exercise classes and health checks.

The Action Plan is directed at the following areas:

1. We are going to publish our own Practice newsletter twice yearly. The target date for our first issue will be Autumn Winter 2013. It will include practical advice from the doctors and nurses, news from the PPG group, information regarding the reforms within the NHS and current surgery news.

2. The PPG propose another patient survey as the group have found this to be a useful tool in obtaining patient feedback /concerns and suggestions.
3. To increase the amount of disabled parking spaces in the car park.
4. To write and publish on the website a constitution for the Patient Participation Group, which will include their roles and responsibilities and remit. Our target for completion will be by the end of August 2013.