**Local Patient Participation Report – March 2014**

**A: Description of the profile of the PPG members:**

Our PPG members are both female and retired. Both have children and grandchildren therefore they are able to relate to a wide range of age groups which in turn allows them to provide invaluable ideas, knowledge and views covering many topics.

**B: Description of what efforts the practice has made to reach any groups not represented:**

We have a permanent advertisement on the patient noticeboard, on the front door to The Practice and also on the TV in the waiting room inviting all patients to join our PPG.

Our PPG members try to encourage patients to join by talking with them when working in the waiting room and also when they visit The Practice for their personal appointment.

**C: Details of steps taken to determine and reach agreement on issues of priority for the survey:**

A meeting took place in June 2013 with the GP, PM and PPG.

The changing demographics of the practice were discussed and the general consensus was that as we provide care for many young families with children, this would be a good priority, we have never targeted this demographic before. The PPG were in total agreement.

Questions for the survey were discussed and were agreed between our PPG members and the Practice Manager prior to them being distributed to patients selected. The PPG members targeted child development/immunisation clinics for participants to complete the survey over a period of weeks.

**D: The manner in which the practice sought to obtain the ……. of its registered patients:**

The survey was in the format of a Patient Questionnaire. Our PPG members spoke with patients during our Child Development/Immunisation clinics.

**E: Steps taken to discuss the contents of the action plan:**

A meeting took place in June 2013 with the GP, PM and PPG. All parties were in agreement that a survey was the best plan of action.

**F: Action, planning, proposals, findings and implementations:**

Planning and Proposals: This took place in June 2013.

Action: Survey questions planned and prepared by the PPG for use in August 2013.

Findings: Survey and outcome was discussed at meetings held on 03.10.13 and 09.01.14. The results and findings are available on the practice website

**G: Summary of evidence of findings from the practice survey:**

1. 76% of patients targeted had used the baby weigh in clinic at Whitegate Drive.
2. 94 % found these locations convenient.
3. 100 % of patients that attend child clinics within the practice are satisfied with the service they receive.
4. 100% feel that Doctors and nurses listen to their concerns.
5. 76% feel that they are reassured about any concerns.
6. No negative comments were made about our practice baby/child services, although one patient did comment that they found appointment times limiting.
7. No comments were made regarding areas that the patients thought we could improve on and no new services were suggested.
8. 76% knew that they could book appointments and repeat prescriptions online.
9. 35% of patients spoke to at this time, requested an application form to register for these services.

**H: Details of the actions resulting from the findings:**

The target area was 2.6% of the practice population as at 1st August 2013. Although this was not a highly populated target it was felt necessary to establish if the removal of the Health Visitors from the practice had any negative effect on child clinic attendances.

No changes were identified or felt necessary as a result of the survey outcome.

**I: Core Opening Hours and Access to the Practice:**

Mon 8.00am – 6.30pm

Tue 8.00am – 6.30pm

Wed 8.00am – 6.30pm

Thur 8.00am – 6.30pm

Fri 8.00am – 6.30pm

Practice is accessible in person, via telephone and 24 hours online for appointments and repeat prescriptions.

**J: Extended Hours Access**

**GP’s Extended Hours:**

Mon 7.25am – 8.00am 6.30pm – 7.00pm

Tue 7.25am – 8.00am 6.30pm – 7.00pm

Wed 7.25am – 8.00am

Thur 7.25am – 8.00am 6.30pm – 7.00pm

Fri 7.25am – 8.00am