

PPG Annual Report to the PCT

The PPG consists of 7 members:

3 Male

4 Female

One is of 'Other Asian ethnic group'

Six are 'White British'

There is 1 under the age of 16, 1 aged 17-24, 1 aged 45 - 54, 1 aged 55 - 64, and 4 over the age of 65.

The Group have met on the following dates:

3rd July 2012

11th September 2012

One priority that was set was to improve communication between patients and staff, using various methods such as introducing email, text and telephone contact.

Interestingly, a Patient Survey that we conducted as part of the Productive General Practice exercise related to communication issues between patients and staff and particularly in relation to telephone contact.

Communication issues are being addressed with a new project on telephone appointments to start after Easter. Now that our Emis Web system is better established, we will investigate email communication.

We would like to widen the membership of the group to include some working age adults and young people. This might be aided by employing some email meetings. Adverts are in the surgery and on the website requesting members of the community to come forward to join the group.

We have attempted to contact the PCT officer who facilitates PPG to help review our current PPG group and recruit a wider audience, but we were unsuccessful on gaining any support.

Practice Profile

Current Patient Population

Male 3065 49%
Female 3156 51%

Practice population profile	
% Under 16	16%
% 17-24	7%
% 25-34	11%
% 35-44	11%
% 45-54	15%
% 55-64	13%
% 65-84	23%
% Over 84	4%

Ethnicity	
White British	40%
White and Black Caribbean	0.14%
Mixed White and Asian	3.6%
Asian or Asian British	0.9%
African	0.16%
Chinese	0.17%
Any other (inc not stated)	41.2%

Practice Opening Times

Monday, Wednesday, Thursday, Friday 8:30 to 18:00 hours
Tuesday 8:30 to 20:00 hours