

Practice Report 2013-2014

There are currently 28 members, meeting every 3 months. We are continuing our efforts to increase both the number of patients in the group, and also attendance at our meetings. One of our members is our representative at the local CCG/PPG meetings.

During the year, we have tried to attract younger patients to join the group, and hope that our midwives and health visitors will be able to help us with this too as they see our young parents and families. We are developing a new practice website, which will offer online appointment booking and repeat prescription requests, and hopefully this will also encourage patients to get involved with the PPG.

We held a Macmillan Coffee Morning in September at the branch surgery. This was very successful, and raised over £100. We also used this as an opportunity to invite patients to find out more about joining the PPG.

We have begun to invite health care professionals to our meetings, so that patients can find out more about their training and role in the NHS. Our GP Registrar was the first victim!

We have also discussed how we could make it easier for patients to attend the meetings, and have therefore held some of our meetings at the branch surgery this year, and at different times – afternoon (before school finishes) and early evening.

We developed a patient survey in January 2014, looking at

- cleanliness and appearance of our premises
- information provided in waiting rooms
- practice website, online appointments and prescriptions

The survey was completed by 84 patients, and the analysis was discussed by the PPG members on 3 March 2014. An action plan was agreed, and will be implemented during 2014-15.

Although our group is small, it is made up of patients who are actively involved in the work of the PPG, bringing their ideas forward, and very willing to give up their time to help us improve the services we provide. We are very grateful to them for their work this year.

Shirley Collier
Practice Manager
7 March 2014