

Patient Participation Group (PPG)

Dr's Misra and Bird

Annual Report March 2013

1 Introduction

March 2013 sees the 1st anniversary of the setting up of the Practice's Patient Participation Group and thanks are due to all those Patients and Staff who have given their time to the Group over the past year. Although we didn't manage to meet as often as we originally intended, four meetings have taken place in the last 12 months and progress has been made on the issues that have been raised.

2 Initial Actions

Following the initial meeting on 21 March 2012 an action plan was agreed and efforts have been made to see that plan move forward as follows;

2.1 We agreed that the GP's and Practice Manager should have discussions on the recruitment of a salaried GP/Partner. Although recruitment of suitable additional GP resource proved difficult I am pleased to report that we are presently in the process of recruiting Dr Kasha and this process will be completed shortly.

2.2 Steps have been made to improve the décor of the surgery and although progress in some respects has been difficult we have managed to complete the decoration/painting of Reception, Waiting Room, and Treatment Rooms at the Moss Lane site. Negotiations continue regarding the refurbishment and quotes have been received for renewing flooring, seating etc. at both sites.

2.3 A new central heating system has been installed at Liverpool Road and repairs have been made to the steps leading into the Surgery. Additionally the garden and borders have been tended.

2.4 No progress has been made on the remarking of the car park area and further consideration will be given to this.

2.5 A small patient survey was completed early in 2012 and this has now been followed up with a more extensive survey (see para 3)

2.6 Two further members have been recruited to PPG but although membership needs to be representative of the wider Practice population it has been difficult to recruit any further members to the Group. There has been no interest shown in a Virtual PPG. But efforts will

continue to recruit members by advertising on the Practice website as well as with posters displayed in surgery.

2.7 Practice Website

This is in place.

3 Patient Survey January 2013

The PPG discussed and agreed the major issues of concern to patients for inclusion in the Patient Survey completed in 2013. The final draft of the Survey was agreed at the PPG meeting held on 12 September 2012.

Important issues included; Appointments, Opening Hours, Getting through to the Surgery, Opening Hours, Confidentiality, and Conditions at, and access to the surgery.

The outcome and issues arising from the Survey were discussed by PPG at the meeting held on 20 March 2013 and an Action Plan was agreed.

The full results of the survey and action items arising from it can be found in the Patient Survey Report available on the website or indeed patients can request a copy from our Reception staff.

4 Next Steps/Action Plan

During the coming months the PPG will concentrate on the action items identified in the results of the Patient Survey as detailed in the Survey Report

John McGrath

March 2013