

PATIENT PARTICIPATION GROUP
DR's MISRA and BIRD
ANNUAL REPORT

1 Setting the Group Up

Efforts to recruit members for the Group to ensure the PRG was representative and comprised only of registered patients, included;

- A message printed on all prescriptions inviting applications from all demographics
- Display of posters within both surgeries giving brief details of PPG and inviting applications.
- Production of Leaflet giving details of aims of PPG and including a tear off section upon which to apply
- Reception staff actively promoting PPG by referring to the leaflet and asking patients if they have considered joining
- LED display inviting patients to join the group

In all 7 patients expressed an interest in joining the group and all were invited to attend the first meeting.

2 Maintaining a Representative group.

Those applications received were from patients in the older age group and further consideration needs to be given to ways we might encourage patients in other demographic categories. i.e. age and ethnicity. Initiatives might include;

- Writing directly to specific groups of patients
- Face to face attempts to recruit during GP/Nurse appointments.
- Invite participation via website when available
- Include virtual involvement
- Hold meetings regularly, alternating between both sites
- Provide refreshments

3 The First Meeting of PPG

Five of the seven patients invited were able to attend the meeting along with six surgery staff including one of our GP's. The main aim of this meeting was to set out and discuss the groups Terms of Reference and Aims and Objectives. Additionally the members were invited to air their views on their present concerns and issues. Concerns were noted and Action Items agreed and copied to Group members with meeting minutes.

4 Local Survey

It was anticipated that one of the group's primary concerns would be Appointment Availability. Prior to the meeting, due to timescale and lack of patient response, a limited Local Survey was completed to examine patients experience when making appointments to see their GP. At this stage only patients attending surgery during the week commencing 12 March 2012 were canvassed.

Each patient was asked;

- Did you receive your appointment on the day of your choice?
- If not how many days was it before you were seen?
- Did the Reception staff ask you if you needed a double appointment?
- Were you able to see the Doctor of your choice?

The group were given the opportunity to comment and discussed the provision of early morning surgery or late evening appointments for those patients who go to work. This would require additional GP and staff resources which Practice Manager and GPs agreed to pursue.

The results of the survey are appended to this report and were copied to all group members for review and further discussion at the next meeting. The next meeting will update progress and agree any changes that may be required.

5 Next Steps/Action Plan

- Discussion between the GPs and Practice Manager on recruitment of Salaried GP/Partner.
- To improve décor of the surgery
- To carry out repairs highlighted in the meeting
- To consider remarking of the car park at Liverpool Road, particular attention to GP space and disabled parking.
- Consider topics for wider survey and how survey should be undertaken
- Carry out survey
- Continue to advertise for new members giving consideration to patient demographics
- Create a virtual PPG
- Access to /opening times of the Practice are included in our Practice Leaflet and published on the website.

26/03/2012