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PATIENTS PARTICIPATION REPORT. 2015/ 2016

The patients existing Patients Participation Group was introduced in 2010-2011

At present we have 9 members all aged 50 plus.

It has been identified that the group needs to expand to include as wide a population as possible. It is extremely difficult to encourage the younger age group ie under 40, to join our group, mainly due to work and family commitments.

We have suggested having meetings in the evening or on Saturday mornings alongside our extended surgeries, however this has not helped with recruitment.

The groups action plan for 2016/2017, is to try and remedy this, by introducing the following methods of recruitment.

1. Re-Introduce a Virtual Group (based at home) communication by e mail. We are going to target all new patients as they register, by giving them an invite letter, plus asking them if they have an e mail address. The Admin staff are to ask if they have one and add it to their registration form, then we can communicate to new patients any changes to the practice and details of our meetings. We hope this may encourage them to join us.
2. We have also posted an invite letter on our website.
3. Notices are still displayed in the waiting area.

4. The admin staff have been encouraged to hand an invite letter to the younger patients, who attend surgery for consultations with GP or Nurse, or perhaps are collecting or ordering prescriptions for themselves or other family members.

Practice Survey 2016

The format for this survey was decided by the Surgery staff, as we had experienced a few complaints regarding their consultations. However the survey results did not reveal any serious issues . the GP's were informed of the results, and it was decided that no further action needed to be taken. The results were posted onto the website and discussed by the PPG group and surgery staff.

Practice Survey for 2016/2017

The format for this survey to be decided at the next PPG meeting.

Publicising the report.

The report will be available on our surgery website, and displayed in the waiting area of the surgery.