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PATIENT PARTICIPATION GROUP REPORT. MARCH 2017.

Our surgery PPG was introduced in 2010.

At present we have only 8 members due to members relocating.

*We urgently need new members, which should include a wider age group.
We have posters up in waiting area asking people if they would be interested in joining.
Our receptionists are also targeting new patients, and current patients ad hoc.
However, it is not proving very easy to recruit new members but we will keep trying.*

One suggestion to help recruitment is to impress on our patients that they need not attend the meetings, if this is difficult due to work commitments etc. Patients can become members via E Mail (Virtual Group) and can make comments and suggestions this way.

Our group published information regarding a new walking initiative which commenced locally through Cannock Chase. This has been a success and is well used.

Our surgery joined the Network in June 2016. This is an appointment service which has proved extremely successful.

We can provide appointments from 3.30p.m until 8pm with a local GP. This will be held at Cannock Chase Hospital in the GP Suite. These appointments will be available for us to book from 1.30 daily Monday to Friday. There will also be appointments available on Saturday and Sunday mornings. This obviously is an addition to our own surgery appointments.

The surgery had a CQC inspection on 18th January 2017, and are still waiting for the results. The results will be published on the Web Site.

The PPG took part in this inspection, which they said was very interesting.

Our PPG members decided to do an Easter Raffle to raise funds for Katherine Hospice. This proved very successful, and we raised £92.00

Action Plan for 2018.

The surgery will proactively continue to try and recruit new members. This will be discussed at the next Practice Meeting to ask staff for any new ideas for recruitment.

Practice Manager will also ask PPG members or any new ideas on recruitment.

The Easter Raffle was our first attempt, and although on a small scale, proved quite effective.

Therefore we will undertake another, perhaps on a larger scale, and involving surgery staff members.

IF ANY PATIENT READING THIS REPORT WOULD LIKE TO JOIN OUR GROUP, IN PERSON OR VIA E-MAIL PLEASE CONTACT THE PRACTICE MANAGER PAT CARLESS OR TRAINEE MANAGER LYNDIA PAPE-WINFINDALE ON 01543 870560