**William Fisher Medical Centre**

**Our Patient Participation Group (PPG) Report 2012 / 2013 (year 2)**

**Contents of the report**

1. Recruiting members to our PPG
2. Conducting the survey
3. Our Action Plan
4. Last year’s Action Plan update

5. PPG meetings

6. Our opening hours

7. Extended hours at the surgery

Our PPG is open to all patients registered at the practice over the age of 15. We aim to have as many patients as possible belong to the group and have made efforts to increase the group size whilst trying to ensure that all sections of our registered population are represented. The remit of the PPG is to enable patients to have a forum where they can express their views and have a say in the way that their health service is delivered. It also acts as a way of communicating news and information to patients and the wider community.

Each year the practice, in conjunction with the PPG, run an annual survey to get feedback from our patients as to how we are doing. It gives us and the PPG an opportunity to ask specific questions and then respond to any concerns our patients may have.

**1. Recruiting members to our PPG**

Over the last year we have tried various methods to increase the membership of our PPG. This has been fairly successful showing an increased from just 11 members last year to 85 this year. We have tried to engage patients from across our patient population profile to make the group as representative of our registered patient population list as possible. To do this, we employed several methods to reach the different categories of patients at our surgery. Including:

Poster - Posters are placed around the surgery including the patient waiting areas informing them about the PPG group and letting them know how they can join

A dedicated PPG notice board- There is a separate notice board dedicated to advertising and promoting the PPG in the patient waiting area. It has posters advising on how to join the group, relevant PPG news and copies of meeting minutes.

Invitations – Forms inviting patient to join the group by filling in their details are available at reception and are regularly handed out to patients. PPG members also attended the surgery on several occasions to try and encourage patient to join the group

Word of mouth – Staff ask patients if they would like to join the group and encourage them to fill in the registration form.

Website – There is a dedicated PPG section on the website with on line forms available to sign up to the group.

**2. Conducting the survey**

At PPG meetings held on 12th September 2012 and 16th January 2013 the PPG group discussed and agreed the questions that they wanted included in this year’s questionnaire and how it was going to be distributed. It was decided to hand deliver the questionnaire along with a sae to those patient living in the outlying villages. The PPG members would be responsible for posting these letters by hand. It would also be available for completion through the surgery website.

The survey was made available for just over a month for patients to complete. In total there were 190 responses to the questionnaire which represents 3.2% of our practice population

After this time, the results of the questionnaire were collated and then discussed at the PPG meeting on 13th March 2013. Based on the results of the questionnaire, the PPG members put together an Action Plan.

Please go to ‘questionnaire’ tab on the website to see a copy of this year’s questionnaire and the results. Copies of PPG minutes can be found under the ‘Patient Participation Group’ tab, in ‘Newsletters and Minutes’.

**3. Our Action Plan**

From the results of the questionnaire the PPG identified a number of areas where they felt either improvement could be made or issues highlighted

* Currently there is a very poor response time when an urgent (999)paramedic or ambulance is called
* Some patients would like appointments outside GP core hours either late in the evening or at weekends
* Some patients had difficulty getting through to the surgery by telephone to make an appointment
* The reception and patient waiting areas are looking tired. The size of the VPPG still needs increasing
* Patients would like feedback when requests for additional service cannot be met

**4. Last year’s Action Plan update**

A complete copy of last year’s Action Plan along with the completed outcomes can be found by clicking on the ‘survey report’ tab on the surgery website Home page.

A summary of the changes and actions taken as a result of the plans to date are:

* Additional phlebotomy sessions organised
* Making patient more aware of the late night surgery – notices in waiting room
* Bringing more services into the local setting – 24 hour blood pressure monitoring, Hear & Help charity to visit every three weeks, ultrasound scanning to be done locally.
* PPG membership increased

**5. PPG meetings**

Meetings are held at various times throughout the year, roughly every three months. They are attended by the committee members. Virtual members are informed of the meetings beforehand and encouraged to add items for discussion to the Agenda. Copies of the minutes are then sent to all members after the meeting and copies are posted on the surgery website and placed on the PPG notice board in the surgery waiting room. Any member is welcome to attend the meeting if they so wish.

Meeting are usually held on a Wednesday evening starting at 7.00pm. This is so as many of our patients as possible can attend even if they are working or at attending college.

**6. Opening hours**

The surgery is open the following hours:

Monday 8.00am – 6.30pm

Tuesday 8.00am – 6.30pm

Wednesday 8.00am – 8.00pm

Thursday 8.00am – 6.30pm

Friday 8.00am – 6.30pm

These details are also available on our website: [www.williamfishermedicalcentre.nhs.uk](http://www.williamfishermedicalcentre.nhs.uk)

and in our surgery leaflet.

**7. Extended hours at the surgery**

The surgery currently operates extended hours on Wednesday evenings with a late nurse and doctor surgery running until 8.00pm

To book into one of these surgeries just telephone and make an appointment