



Local Patient Participation - Annual Report

March 2014

Report on the activity and achievements of our objective to involve our patients in decisions when developing, commissioning or changing our services.

This Report builds on last year's annual report and outlines the progress the practice has made in addressing issues raised by consulting with and agreeing action plans with our patients' representatives.

Our PRG members

In our first year 52 patients joined our Patient Reference Group and during this year we have maintained that number and currently have 56 members. A couple of members have moved on and we have gained a few new ones.

The 'Patient Participation' banner has remained in the waiting room, together with application forms being available in the surgery and on line. We would still like to attract more younger patients to our group and are considering ideas, such as Facebook and Twitter to encourage them to participate.

Action Plan 2013

The actions agreed as part of last year's meeting and report were:

Actions agreed at the Local Practice Participation Group meeting on 21.3.2013

- *Move Blood pressure machine into the main waiting room, in order to provide clearer access through the reception lobby.*
- *Investigate feasibility of moving self check-in screen to wall opposite the reception desk*
- *Source and install and information screen in the waiting room*
- *Investigate the provision of electric doors on the entrance to building to aid access*
- *To ask clinicians not to use the tannoy system when calling patients*
- *To survey patients regarding the new appointments system later in the year.*
- *To send Letter (previously circulated to the PRG) out to patients with regard to the closure of Ash Lane Surgery*



2013 Minutes

Action Plan 2014

The practice emailed the PPG members to ask on areas that should be surveyed on.

It was agreed to survey the practice population on the following areas:

- Appointments
- Newsletter
- Website and Social networks

The practice met then with the Patient Reference Group on 12.2.2014 to review last year's action points the

recent survey results.

Practice Patient Survey

The practice again used SurveyMonkey as an online survey tool.

The survey was emailed out in December and hard copies were made available for patients in each of the surgeries. The survey ran for one month and received 350 responses. The results can be seen in the attached document or on our website:



Survey Summary
2014

Patient Reference Group Meeting

A meeting was held on 12.2.14 with members of the patient reference group. The minutes of the meeting are attached below:

The aim of the meeting was to review the results of the survey and agree an action plan to take forward any action points.

Summary of Action Points:

- TV screen in waiting room.
- Blood pressure machine still not in suitable position.
- Start on online booking.
- Have specific telephone consultation slots at a given and booked time.



PPG Mins 2014

Conclusion

The Patient Participation Group was originally set up as part of an initiative from the Directed Enhanced Services for Patient Participation. This was a two year project, which has now come to an end.

However, the Practice has found engaging with the Patient Reference Group and their input invaluable in shaping and improving services. We believe it has created a forum for better understanding and communication and are fully committed to continue the process. In fact with current changes happening the NHS, we feel it is essential to keep our patients fully informed and involved in the process of change.

We would like to thank all the members of the Patient Reference Group for their help and support and would invite any registered patient over the age of 15 to join the group and have their say too. Application forms can be found on our website or collected at Reception