

List of achievements from the PPG to date...



The PPG has had an integral part in making changes to the surgery since it was formed in 2010. The following is a list of these achievements:

Telephone system – this has been changed and updated with an extra phone line installed, with very positive feedback from patients

The website has been updated with a dedicated PPG section informing patients of the activity of the group and forthcoming events

Health promotional events, Alzheimer's, mental health and diabetes evenings to date

Noticeboards – updated to show PPG activity/future events and surgery news

Fundraising, via seasonal raffle and to date the funds raised have purchased a dermatoscope (minor surgery), childrens walled activity toy, waiting room air purifier and chairs for waiting room (plastic wipeable)

Computer clinical system – helped in dissemination of information to patients about the changeover in practice clinical system

Posters – information about the PPG and other practice events produced and help in distribution of

Privacy in reception – system now in place to help patients wanting privacy at reception

Poster of GPs – recommended by the group and is now installed in the practice waiting room and other areas of the building

PPG newsletter – is now a quarterly newsletter with all practice business and PPG information

Waiting room – following patient survey which identified that it needed updating the waiting room has been re-decorated and chairs bought with money raised from raffle

Zero tolerance – template letter was agreed with the PPG

Care Plans – wording of questions were reviewed by the PPG for the implementation of this document

Appointment system – feedback from the group has been taken into account reflecting the appointment diary of the surgery

Disabled parking space – has been improved with better signage

Friends and family test – members of group attended a webinar to gain more insight into this scheme that the surgery is involved with