

Patient Participation Group (PPG) – end of year report

Requirement 1

Provide a description of the profile of the members of the PPG for year 2

The original group changed during the second year as the original members retired. The existing committee is made up of the following:

The under 65's
The over 65's
Gender – both male and female
Chronic diseases
Young parent

Requirement 2

Detail the steps taken by the contractor in year 2 to ensure that the PPG is representative of its registered patients

Recruitment is ongoing through advertising in the surgery, on the website and via the doctors suggesting suitable patients who fulfil a category to represent the patients. All patients are encouraged to contribute whether or not on the committee by suggestions via reception and the website and direct to both the Chairperson and surgery representative.

Requirement 3

Detail below all actions agreed with the PPG in year 1 and whether these have been addressed. If not, please state the reasons why and the likely completion date

Waiting room information and notice board. The waiting room has been cleared of excess leaflets to make it easier for patients to view current information. The notice boards have been de-cluttered and re-vamped so that updated information is clearer and more accessible. The notice board is used to encourage patient feedback and suggestions.

Improving the waiting room in terms of décor, chairs etc was noted as an action although put on hold due to the possibility of the surgery moving premises. The move is now delayed therefore waiting room back on the agenda. New chairs are in the process of being purchased.

Air purifier – this was installed in the waiting room – purchased from money raised from raffle.

Childrens wall mounted toy – installed in the waiting room – purchased from raffle funds.

Doctor's picture and specialisms – now displayed in reception and waiting room.

Cholesterol machine – purchased from equipment fund.

Discreet request for appointments – system initiated in reception for patients to request privacy for appointment requests.

An automated message board situated in the waiting room is used more to disseminate information and elicit responses from patients.

Automated touch screen installed in waiting room to alleviate congestion in reception.

Acquiring more email addresses from patients to enable communication with the PPG. An additional section has been added to the new patient leaflet to encourage patients to submit their email addresses.

Requirement 4

Detail below all new actions agreed with the PPG in year 2 and whether these have been addressed. If not, please state the reasons why and the likely completion date

To keep advertising the work of the PPG to encourage patient participation. This is ongoing via the surgery and the website.

To encourage collaboration with other practices in the local area so as to combine attendance for future functions. Chairman to pursue

A newsletter with contributions from the PPG members to be produced quarterly and published both in the surgery and on the website. Ongoing – yet to be finalised.

Keep the website current and updated. The site is regularly updated.

Ongoing changes to appointment system to improve access for patients and understanding of how appointment system operates. Patients are kept informed of major changes via waiting room notice board.

More information evenings – Dr Capone hosted first one ‘future changes to the NHS and implications to patients’. More planned for the future and to join with another surgery to enable this.

In conjunction with other PPGs an information evening to be arranged to further publicise the work of PPGs and expected involvement of all patients in the area due to changes in the NHS.

Requirement 5

Detail below a summary of the progress made in year 2 and the main areas of achievement following the PPG meetings

Following on from the progress above during year 2, the main area of concern that the group have is patient awareness of the PPG. As a result of this the action points below were agreed and a big push for more publicity of the group.

- PPG needs to have more awareness therefore ideas needed for more marketing of the group so that more patient participation in the future
- Update the website to more prominently highlight the PPG
- Use notice boards more effectively in the waiting room to disseminate information regarding the group and surgery issues
- To get more involved with other local PPGs, GR to contact other Chairpersons to liaise in future
- To develop a quarterly newsletter
- Fundraising – ideas to be brought to the group for the future to raise money for surgery equipment or other items that doctors feel are important