

## **Sherburn Group Practice Patient Participation Group** **Annual Report 2013**

Firstly can I thank the members of the patient participation group (PPG) for their contributions over the last year and encourage any other patients who wish to join the group to email me their details so that I can include them.

The group was formed in January 2012 with the aim being to ensure that the group was large and diverse enough to properly reflect and gain views of a wide representation of patients.

Initial membership of the group was by invitation with staff suggesting patients who may be interested. This resulted in a group of 5 patients. To try to expand the number of patients on the PPG and the diversity of patients represented we have continued to invite patients personally but have also advertised the group on our website, in our newsletter and in the waiting rooms. The group has expanded to 9 members. Three of the group are female and 6 are male; ages range between 40 and 75. The group realises that it does not represent the make up of the practice population as a whole and there have been a number of debates on how this can be improved. One suggestion was for the May newsletter to be specifically aimed at promoting the aims of the PPG, which will hopefully lead to increased numbers.

When setting up the PPG those patients joining expressed a wish to manage the group 'on line' so all discussions are via email interaction.

In September 2012 the PPG's view was sought on what should be included in the annual patient survey and from their replies a draft questionnaire was created. This was presented to PPG and their approval was sought and received.

In December the survey was placed on the website for patients to print off, complete and return to the practice. Copies were also available for patients to collect in the practices waiting rooms. Receptionists tried very hard to encourage patients to complete them. It was decided that the survey would be given out for one month. In total 30 were completed.

The results of the survey were then forwarded to the PPG who commented on how positive the overall results were although there was disappointment that more responses had not been received. Such a low

number of responses made the analysis of the results difficult however some constructive and valid comments had been raised on those surveys that had been returned.

The PPG identified 4 areas for improvement

Area for improvement	Reason for Action	Details of the plans to	Timeframe & Responsibility
Car Parking	Patients feel that there is a lack of parking and that the disabled parking areas are often abused.	-Staff of the practice to use lower car park  -Lower car park to have a sign put up to say that it is a private car park for patient use practice use only.	31/3/13 Practice Manager 31/3/13 Practice Manager
Confidentiality in the waiting area.	Patients feel that provision should be made for those who wish to discuss personal matters with a receptionist away from the waiting room area.	Improve signs to show that this service is available	31/3/13 Practice Manager
Availability of routine appointments	Patients felt that the wait for routine appointments is increasing.	This has already been identified by the partners as an increasing problem and are reviewing the management of appointments to try and improve the situation	Proposals to be put before the PPG in June
Narrow time slot for receiving results	Patients commented that a one hour period, between 1pm & 2pm was too restrictive.	The partners are looking at this issue within the review of the management of appointments	Proposals to be put before the PPG in June Ongoing

**Practice Opening Hours:**

Monday – Friday 8.00 am – 6.00 pm

Extended opening:

Thursday 6:30pm – 8.00 pm (GP and/or Nurse)

Saturday: 9.15 – 10.30 am (GP)