

MILEHOUSE MEDICAL PRACTICE PATIENT PARTICIPATION GROUP REPORT

This report summarises the progression of Milehouse Medical Practice Patient Participation Group (PPG) in 2013-2014.

1 Increasing membership of the PPG:

The Practice and PPG continues to try to recruit new members to the PPG as in the previous year

We are actively trying to recruit other patients from differing age brackets and ethnicities.

2 This year's Survey, priorities and how they were agreed:

The group decided to carry out a wider ranging survey this year and used the "Improving the Practice" Questionnaire.

There was a choice made between two surveys, the other survey being the GPAQ questionnaire. The deciding factor was which would be the easiest/more readily understood version for ALL patients over the age of 16 to complete.

3 Method and results of patient survey:

Questions for the survey were decided on and 30 questionnaires were produced. Paper forms were used to conduct the survey as it was felt that this would be the quickest, easiest way to get a response from patients.

The patients completed the survey immediately with no non-responders. We carried out the survey during May 2013.

A copy of the Questionnaire incorporating the results is available on the website. It is colour coded for ease of reference using the Traffic Light system of Green for Very Good/Excellent, Amber/Yellow for Good/ Fair and Red for Poor.

4 Resulting action plan:

The survey showed that patients were very happy with the service provided by the practice across all areas surveyed but with particular reference to the efficiency and helpfulness of the Reception/Admin team. It was, therefore, deemed there was no action plan necessary other than to run the same survey in 12 months time to see if the service had remained as efficient.

5 Future Patient Survey:

Dr Hussain is due his revalidation towards the end of 2014. It was decided that the PPG will review the results of the survey used for revalidation as this will include national benchmarking.

This survey is to be arranged for some time in July.

6 Confirmation of our opening times:

The surgery is accessible from 8.15 am until 7.00 pm Monday to Friday, excluding Thursday afternoons when the surgery is closed from 1.00 pm.

Morning surgery times are Monday – Friday – walk-in surgeries between 9am and 10.15am

Evening surgery times vary:

Monday evening 4.15 pm – 6.00 pm

Tuesday evening – prebookable appointments only between 4.00 pm and 6.00 pm

Wednesday evening – prebookable appointments only between 5.00 pm and 6.30 pm,

Friday evening – walk-in surgery between 4.15 pm and 6.00 pm.

Extended hours arrangements are:

Monday evening and Wednesday evening 6.30 pm to 7.00 pm

Outside of surgery hours, calling the surgery number will give a recorded message asking patients to hang up and dial 111.

PLEASE NOTE: MONDAY AND FRIDAY EVENINGS NOW START 15 MINUTES EARLIER.

The Practice and PPG would like to thank all patients who participated in the survey and very much appreciate their comments and interest in the way the surgery operates.

**CHRISTINE MASON
PRACTICE MANAGER**