

The practice patient group which was formed by the practice consists of 2 from our branch surgery at Ednam Road Practice, 1 from Pendeford Practice and 3 from our main surgery at Whitmore Reans Health Practice.

The main objective of the PPG is to consult and plan with patients on the facilities and provision of services and ways on how to improve our services available to the satisfaction of patients.

The aim of the PPG is

- The Group to advise on day to day functioning of the practice
- To improve network with the carers and patients
- Host health awareness events such as Breast Cancer Evening and Diabetes day

The meetings will be held 3 monthly and we will try to cater for patients with varying needs for example by communicating by phone or e-mail.

Three Key areas were identified where agreed where practice could improve.

- Separate telephone lines will be made available for appointments only.
- Methods of improving prescription requests in the practice.
- Consultation time: It was agreed that clinicians in the practice will be advised on improving their consultation skills to match the needs of the patients.

Patient questionnaire was handed to patients and the following were the findings over the three sites:

Patient Questionnaire Findings

Age	Male	Female	Contacting the Surgery by Phone	Happy with the Consultation Time	Do you get your Prescription on Time
16-20years	10	5	Good-10 Fair-5	Yes-12 No-3	Most Times-10, Seldom-5
21-30years	5	20	Good-20, Unsatisfactory-5	Yes-20 No-5	Always-10, Most Times-15
31-40years	10	5	Good-5 Bad-10	Yes-5 No-10	Always-5, Most Times-5, Not at All-5
41-50years	20	5	Very Good-5, Good-5,	Yes-15 No-10	Always-10, Most Times-10, Seldom-5
51-70years	10	15	Very Good-5, Good-10, Fair-5 Unsatisfactory-1	Yes-20 No-5	Always-10, Most Times-15

71 and over	5	5	Very Good-5, Fair-5	Yes-10	Always-5, Most Times-5
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If anyone is interested to join our PPG please contact the surgery on 01902-421679 and ask for Rita/ Suresh