

Patient Participation Group (PPG) Meeting 19.12.2017

Staff Attended: Sharon Ryan (SR) – Practice Manager
Rilwan Kuku (RK) – Reception Manager

PPG Speaker: Joyce Green (JG) – PPG Co-Chair

SR introduced herself as the Practice Manager, RK as the Reception Manager and Joyce Green as the PPG Chair. This evening meeting was to touch base with the PPG and sum up the end of the year and the plans for 2018. See Appendix 1 for the PPG Patient Survey summary sheet.

2018

The areas that the practice and PPG would like to address in 2018 are:

1. DNAs – Patients that Do Not Attend

There is a high rate of DNAs at the practice. This is something that the PPG will address in 2018 with the aid of posters etc.

The practice is keen to reduce the rate of DNAs.

2. Online Access

Increase patient awareness of online access.

The PPG will provide posters / newsletters with information about online access.

The practice will organise an open day where a member of staff will be available to sit with patients and aid patients in logging in.

3. Out of Hours GP Services

The practice need to advertise the out of hours services that are available in the area.

The PPG will provide posters / newsletters with information about the out of area services.

Many thanks to the PPG for their help and support over the last year – the practice looks forward to working with the PPG in 2018.

PPG Patient Survey – Key findings

- Patients' view is this is '**an Excellent Practice**' '**very well run**'
- What do we like most?
 - **Quality of doctors** – experienced, high standards, professional, knowledgeable
 - Overall **quality of all staff & professionalism** in the services they offer
 - Premises, cleanliness and location
 - Able to get emergency same day appointment, if needed
- What areas would we like improved?
 - Booking appointments when not urgent, to see a specific doctor
 - Extended opening hours
 - Telephone, reception
- 75% patients feel they have enough information on their healthcare provision
- 55% are aware of surgery website
- 46% aware of online booking but low usage, high interest to try
- 70% would be interested in online access to healthcare records