

LOCAL PATIENT PARTICIPATION GROUP REPORT 2012/13

The aim of this group is to gain patient views to develop a structure which enables the practice to obtain feedback from the practice population and be involved in the Local Patient Participation Network for Windsor, Ascot and Maidenhead.

We meet approximately every two months at the surgery.

The group has members aged between 30 and 75. There are both male and female. Ethnicity is white.

The Group is aware that a mixed ethnic representation would benefit the group so the Group advertises in the Practice Leaflet, Practice Website and a notice in the waiting room for patients to join the group to try to have a broader ethnic representation.

The Group met last July to determine, reach and agree on areas to be put into the patient survey as questions. The priority areas were A&E attendance, use of other resources such as Pharmacy Advice and NHS Direct. Also appointment access, appropriate use of the Practice Nurses and Smoking Advice.

The Survey was given to 150 patients over the months of October and November 2012 who attended the surgery. These were collated by the Practice Manager with the comments and then the Group met to discuss the results and agree an action plan. (Results and comments on the Practice Website)

Actions decided upon were:

Access was the only problem flagged - extra GP's to work to help with access
Give a Choose Well leaflet to all new patients which advertise all the local services.

PPG Newsletter to start being published quarterly with up to date news which will be put on the practice website and be available in the waiting room .

A Patient Charter to be developed.

The PPG Group is represented by one of the Group at the Windsor, Ascot and Maidenhead Network Meetings which are held at the Town Hall quarterly.

Other News

This year we have raised approximately £400 by selling donated books, CD's and DVD's. This has paid for a water cooler to be installed in the waiting room for patient's use, a new large cork board for patient notices and a prescription post box. The Group also held a coffee morning for which money was donated to their chosen charity, The Thames Valley Hospice.