

**LADYGATE
LANE SURGERY**

**PATIENT
PARTICIPATION
GROUP REPORT
2016**

Introduction

The PPG is a group of patients that represent Ladygate Lane surgery. The aim of a PPG is to discuss/implement improvements to the services that the practice is offering.

We wanted to offer patients a chance to join the group. So the practice:

- advertised through our notice boards to request if any patients are interested in becoming a member
- Contacted our frequent visitors to the surgery

PPG Representatives – 8 members

Whilst trying to create a patient participation group we tried to ensure we had equal representatives of ethnicity, age and gender.

However the age ranges were between 40 - 92. Most of the younger patients' could not attend due to university or work, but as our practice population has a higher percentage of patients over the ages of 35years, we felt the age range attended was correctly representing the practice's population.

The groups represented a range of care groups which we thought was appropriate, however the practice felt that the PPG was not completely representing the working group patients of the practice. We felt this was due to the meetings being held on weekday afternoons.

Meeting

The meeting with the PPG and staff members were held on the 10th Dec 2015 1:30pm – 3pm.

Outcome of meeting –

There were many suggestions from patients, but the following five improvements were finalised by the members and staff.

1. Evening appointments for nurses
2. Patients who turn up at the practice to be given priority for emergency appointments
3. Sending letters to patients who do not turn up for their appointments and do not inform the practice either
4. Wider range of online appointments to be offered for patients using online access
5. Have a notice board with all staff details

We decided to collate the patients view through a survey and agreed that the top two points that achieve the highest score out of the five points on the survey should be the practice's future development.

Action

Patient survey carried out for one month (Jan 2016) with an opportunistic sample.

Copy of survey (appendix 1)

OUTCOME

Total participants - 100

Each of the 5 points/recommendations was scored in preference.

Results –

- 1) Evening nurses appointments
- 2) Wider range of online appointments to be offered

Communication of results to PPG –

A letter with the summary of the results, action plan and agreements were sent to all the members.

Conclusion

The two points that were chosen as important improvements to be made to the practice's services by the patients were:

- 1) Evening appointments for nurses
- 2) Wider range of online appointments to be offered

The practice will aim to provide the above improvement suggestions within three months. If for any reasons this were not to happen the practice will be in touch with the PPG members informing them of the delay and regularly update them and the course of action taking place.

This report has been published on the surgery website (www.ladygatelanessurgery.co.uk) for patients to view and will also be advertised in the surgery by posters for patients to have a look.

Opening hours

MON 08:30am-7pm
TUE 08:30am-7pm
WED 08:30am-6:30pm
THU 08:30am-1pm
FRI 08:30am-1pm 4:30pm – 7pm
SAT closed
SUN closed
BANK HOLIDAYS - closed

CARE UK will be taking over for out of hours

LADYGATE LANE SURGERY IMPROVEMENTS SURVEY JAN 2016

Dear patients,

Please help us by filing this questionnaire for us to identify the most popular improvements that patients would like to see at the surgery.

IMPROVEMENT SURVEY

Out of the following 5 improvements below please state a number between 1 – 5 in the box next to it; 1 being the improvement you will like to see the most and 5 being the improvement you will like to see the least.

- 1) Evening nurse appointments

- 2) Urgent appointments to be given to patients who physically turn up at the surgery as a priority rather than patients who call in.

- 3) If patients do not attend an appointment, to send warning letters out

- 4) Open more online appointments so more variety of choices for patients booking online

- 5) Notice board with all member of staff details

Many thanks for your time

