



Building better participation

Building better participation

# PPG Annual Report

## 2017-18

**Welcome Practice**

## CONTENTS

OVERVIEW .....	2
PATIENT PARTICIPATION GROUP (PPG) PROFILE .....	2
AGREEING PRIORITIES.....	3
GP PRACTICE SURVEY .....	4
ACTIONS TAKEN.....	4
PROGRESS TO DATE .....	5
APPENDIX I – PPG MEETING MINUTES.....	6

# PPG Annual Report

## OVERVIEW

The purpose of the Patient Participation Group is to engage and involve patients with the care that they receive. We ensure that patients are involved in decisions about the range and quality of services provided commissioned by the Practice.

## PATIENT PARTICIPATION GROUP (PPG) PROFILE

### Recruitment

The group was formed in July 2013. The main purpose of the group at the time of formation is to look at the services the surgery provides and see if they meet the needs of the patient population. We also look at potential changes which could be made where services are failing. The current PPG has 14 members. Demographic details regarding the composition of the PPG are:

Total group members: 14

- British: 4, Asians : 8, Caucasians/other white: 0, African: 2
- Males 7, and females 7
- 3 carer
- 1 disabled
- 2 unemployed

The invitation to join the PPG is extended to all patients via the practice website, poster in waiting area and included in the practice leaflet. We have encouraged younger patients to join the PPG and our staff informs and invite patient during consultations

The PPG was promoted through the following methods:

Practice Television screen

Posters in the waiting room

Direct invitation to patients

Promotion by the Reception and Administration teams within the Practice

Patient Participation page on the Practice website

## AGREEING PRIORITIES

### Obtaining Views

Practice agreed with PPG areas of priority for development. In order to identify these areas we took into account the following indicators:

1. Patients' priorities and issues, including any themes from the comments and suggestions box
2. Friends & Family Test
3. GP Patient Survey Results
4. Planned Practice changes
5. Complaints/Compliments received
6. NHS Choices website, patient comments and
7. CQC inspection

From the above group of indicators the practice has scored above local and national average. We identified the following areas to be addressed:

- 61% find it easy to get through to this surgery by phone
- 73% find the receptionists at this surgery helpful
- 44% usually get to see or speak to their preferred GP

It was decided to take these forward as priorities to address in year 2018.

## Clarification of Priority Areas

In order to clarify which areas, the PPG felt were highest priority we held a meeting of the Patient Participation Group on the 07.03.2018. Invites were sent out to all PPG members either via phone or post. A total of 6 patients attended along with Rehana Jabeen Practice Manager, Dr. Naz Asghar, GP Principal, Louise Tracey, Admin Manger. Please see Appendix I for the meeting minutes.

## GP PRACTICE SURVEY

NHS England sent out 313 surveys and 94 were sent back to them.



Practice  
Overview.pdf



Patient  
Experiences.pdf



Practice  
Comparison.pdf

[Overview - GP Patient Survey](#)

[Full Survey Results](#)

[Comparison - GP Patient Survey](#)

(Double click on the icon to view)

## Feedback

The Practice sought agreement from the PPG to implement any changes.

The results of the survey and CQC report were discussed and actions for the Practice resulting from the survey findings were agreed. Minutes of the meeting were taken to ensure that all discussion points and action plans were captured. These are available in Appendix I.

## ACTIONS TAKEN

Priorities from the patient survey as identified by the PPG were:

1. 61% find it easy to get through to this surgery by phone

Practice has increased number of staff in the morning, 3 staff answer telephone calls during busy period.

2. 73% find the receptionists at this surgery helpful

Practice recruited new reception staff and Admin Manager. PPG group feel that new staff are very helpful and adding a new admin manager has added advantage as she is resolving many issues without delay.

3. 44% usually get to see or speak to their preferred GP

In Dec 2017, Practice has recruited salaried GP to provide continuity of care. Patients can book appointment to see Dr Asghar on regular basis. As the survey covers the period before the recruitment of salaried GP we expect an improvement in this indicator.

PPG members agreed with the above.

## PROGRESS TO DATE

All we planned is well implemented

## APPENDIX I – PPG MEETING MINUTES



Microsoft Word  
Document

Meeting minutes (Double click on the icon)