

PATIENT PARTICIPATION GROUP REPORT MARCH 2013

The surgery Patient Participation Group (PPG) currently has 7 patient members and 3 staff members. We meet quarterly to discuss surgery issues and to gather patient views. We are also in the process of establishing a wider group of patients who would be happy to be involved in a 'virtual' arm of the group based around email communications rather than meetings.

The group would like some younger members! If you are aged 18 - 40 years and would like to join the main group please contact Barbara Martin (Barbara.Martin@glos.nhs.uk) or Julie Stock (Julie.Stock@glos.nhs.uk)

Following discussion within the group we decided there may be room for improvement in how we communicate with our patients. As a result we conducted a survey to find out how patients keep up-to-date with surgery issues, and whether a newsletter should be considered. We gave the questionnaires out in the surgery but also posted some to make sure we reached people who do not attend the surgery regularly and had a broad sample of respondents.

From the results we found out that:

- Telephone is the commonest way of making appointments and ordering repeat prescriptions
- 50% of those who replied weren't aware of, or would like more information about, our on-line services
- Most of you would ask the receptionist about our services, but a significant number would also use the practice leaflet or website
- There was a broad range for how you would like to be kept up to date but the most popular were posters and newsletters.
- Three-quarters of people who replied would like a newsletter, which should include information on local services as well as surgery information and health advice.

The PPG met to discuss the results of the survey. As a result we are:

- Producing a newsletter on a quarterly basis. This will initially be available in the surgeries, on the website, and in the local Post Offices. Patients are also invited to contact the surgery if they would like to receive the newsletter via email.
- Make information more readily available.
- Inviting patients to contact the surgery if they would like to be part of a wider email PPG
- Reviewing our posters and notice boards

For information on the services offered, opening times, and appointment arrangements please see the practice leaflet or website.