

PATIENT PARTICIPATION GROUP (PPG) ANNUAL REPORT - MARCH 2015

The surgery Patient Participation Group (PPG) currently has 12 members – 9 members of the core group and a further 3 members who stay in touch with the group via email.

To make the group more representative of our practice population we 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). Please also contact Barbara or Julie if you would be interested in being part of the 'virtual' group.

This year we used patient comments made throughout the year and comments received via the 'Friends and Family Test' to decide our priority areas. The PPG met to consider the areas which had been raised. This meant we did not have a theme as such this year as the comments fell into 3 distinct areas:

- Car Parking – space is limited at both our sites and we need to look at whether patients could park elsewhere.
- Phlebotomy appointments – whether these could be made available to book on-line
- Self check-in screens – so that patients can book themselves in when they arrive for their appointment.

At their meeting in February the PPG decided to:

- Make phlebotomy appointments available to book on-line. This had been difficult in the past when we had specific appointments for fasting blood tests but these are used much less frequently now.
- Redesign the parking posters at Bream Surgery to encourage patients to use the Community Centre car park whenever possible
- To discuss the use of the Recreation Centre car park at Yorkley when the building works are complete.
- To arrange for self check- in screens for each site.
- To improve the lighting of the entrance lobby and leaflet display facilities.

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