

# **Patient Participation Group**

**ISSA MEDICAL CENTRE**

**DR PATEL & PARTNERS**

## **PATIENT PARTICIPATION REPORT 2014**

The report summarises development and outcomes of Issa Medical Centre Patient Participation Group (PPG) 2013/14

It contains:

- Profile of group
- Process of recruitment
- PPG Meeting
- Patient Survey
- Action Plan
- Opening Times
- Action Plan

### **PPG meeting**

The PPG meetings have been held on 28<sup>th</sup> August 2013 & 28<sup>th</sup> January 2014 at various times to enable all members to attend.

Mrs Sharon Riley has remained the chair as no one else wished for the post. At each meeting she gave a presentation of the aims and objectives of the group and how the practice hoped to support and drive forward the group in the future. It is aimed that a meeting will be held every quarter.

As part of the formation of the PPG the practice has constructed a website with online prescription requests activated.

The Practice has undertaken 3 Patient Surveys. The first using a customised short survey we felt more suited to our patient audience. The second was chosen by our patient group and was more in depth. Unfortunately the response was not as good to the second survey so we discussed and agreed with the group to use the initial survey in future and this was undertaken at the last survey with better response.

## **Patient Survey**

Results of the latest survey are on display in the waiting area and can be viewed on the practice website [www.issamedicalcentre.com](http://www.issamedicalcentre.com)

Please see attached latest survey results.

Surgery opening times	Morning	Afternoon
Monday	8.30am – 6.00pm	
Tuesday	8.30am – 6.00pm	
Wednesday	8.30am – 6.00pm	
Thursday	8.30am – 1pm	
Friday	8.30am – 6.00pm	
	Please note the practice closes on the 3 <sup>rd</sup> Wednesday each month at 12.30pm for staff training	
Out Of Hours:	For general medical advice please ring 111 or 999 in emergency cases	

## **Future developments**

Action	Date planned	Date achieved
Consider implementing On line Appointments	October 2014	Under construction
On line cancellations	October 2014	Under construction
On line Prescription requests	January 2013	February 2013
Quarterly newsletter	April 2012	August 2012 – now quarterly and well received.
PPG Chaired by patients	February 2013	Put forward every meeting

Online Patient Survey	October 2014	Under construction
Secondary Care Clinics	February 2013	Ongoing

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March 2014