

**THE GREENWAY MEDICAL PRACTICE  
PATIENT PARTICIPATION GROUP ANNUAL REPORT  
March 2012**

**1. Profile of the practice population and PPG**

✚ Description of the profile of the practice population

Age Range	Male	Female	Total	Percentage	PPG
0 - 16	839	746	1585	21.7%	
17 - 24	313	345	658	9.0%	
25 - 34	521	538	1059	14.5%	
35 - 44	623	564	1187	16.2%	
45 - 54	495	467	962	13.2%	
55 - 64	384	385	769	10.5%	
65 - 74	297	325	622	8.5%	
75 - 84	145	181	326	4.5%	
85+	38	104	142	1.9%	
<b>Total</b>	<b>3655</b>	<b>3655</b>	<b>7310</b>	<b>100%</b>	

✚ Description of the profile of the PPG and if the PPG is deemed representative of the practice population.

Age Range	Male	Female	Total	Percentage	PPG	PPG	
0 - 16	839	746	1585	21.7%		8	0.5
17 - 24	313	345	658	9.0%		27	4.1
25 - 34	521	538	1059	14.5%		14	1.3
35 - 44	623	564	1187	16.2%		5	0.4
45 - 54	495	467	962	13.2%		1	0.1
55 - 64	384	385	769	10.5%	1		0.1
65 - 74	297	325	622	8.5%	3		0.5
75 - 84	145	181	326	4.5%	1		0.3
85+	38	104	142	1.9%	2		1.4
<b>Total</b>	<b>3655</b>	<b>3655</b>	<b>7310</b>	<b>100%</b>			

The patient participation group currently consists of six females and two males. Two participants represent a combined local residential school/ home with 55 residents (24 male, 31 female) aged between 13 and 46 years. There is a fair representation of the practice population.

**Ethnicity**

The current population of the practice is 84.7% are White British where ethnicity is recorded and this is reflected in the patient participation group.

## **Details of Recruitment to the Group**

Forming a patient participation group was discussed at a practice team where it was considered that a face to face group be formed in the first instance.

The Patient Participation Group was launched in June 2011.

Efforts made to achieve the best possible attendance at the launch, the meeting included: –

- ❖ Announcing the launch meeting on the practice website
- ❖ Posters were displayed around the practice building, i.e in the waiting room, the lifts, and on the individual consulting room doors.
- ❖ Posters were also displayed in the three local pharmacies.
- ❖ Emails/letters were sent to local schools requesting that posters be displayed on their notice boards.
- ❖ Flyers were available on the reception desk and also on tables in the waiting room and all patients presenting at the surgery were encouraged to take one.
- ❖ A message was placed on the counterfoil of all prescriptions.

### **There have been four meetings to date.**

At the launch meeting those patients attending were clear that they did not want a formal group with any officers i.e Chairman etc appointed. However “ground rules” were established.

Patients stated that their preference at the moment would be “informative meetings” where the group would be asked for their views on services the practice offered and the opportunity to comment on or suggest forthcoming changes both in the practice and the wider NHS. It was also suggested that “speakers” from other areas of healthcare could be invited.

Discussion was also had on how we could attract a great mix of patients to attend these meetings and as a result local schools were emailed with posters and asked if they would display them on their notice boards.

As a result of the first meeting, the second meeting saw Dr Cameron giving a talk on the current changes in the NHS and how they may affect the practice, with a question and answer session.

Unfortunately meeting arranged for both December and January had to be cancelled due to inclement weather conditions.

The third meeting in February 2012 was a discussion about the practice appointments system. In 2011 an in house survey had revealed that some changes in the current system would be welcomed by patients, and work was done on how to improve this. Some changes were introduced in January 2012 and it was decided by the group that a further patient satisfaction survey focusing on appointments should

be undertaken. Surveys would be available in practice and on line via the practice website. The results to be discussed at the next PPG meeting.

At the fourth meeting in March 2012 the results of the patient survey were available. The survey revealed that the majority of patients completing the survey did not like the “new system”. The group discussed the results and the conclusions were that the majority felt strongly that the practice should revert to the previous system. The group however did acknowledge the difficulties the practice was having providing appointments at present, and were willing to accept that after a period of stability things may improve. The decision was that it would be sensible to see how the system worked with a full complement of GP appointments and to review the system again at the next PPG meeting to see if things had improved.

## 2. Local Practice Survey

Following discussions at the third PPG ( see above) a survey focusing on the practice appointments system was undertaken.

It was agreed that surveys would be available in the surgery and also via the practice website. Posters advertising the survey were placed around the practice.

A total of 91 completed surveys were received back.

The results were discussed at a PPG meeting in March 2012.

## 1. Surgery Opening Times

Monday,Wed, Thursday & Friday 8.00am to 6.00pm. [Closed 12.30-1.30pm]  
 Tuesday 8.00am to 7.30pm. [Closed 12.30-1.30pm)

	MORNING	AFTERNOON
<b>MONDAY</b>	Dr Pannu (m)	Dr Pannu
	Dr Scrivings (f)	Dr Scrivings
	Dr Davies	Dr Davies
<b>TUESDAY</b>	Dr Cameron (m)	Dr Cameron
	Dr Davies (f)	Dr Pannu
	Dr Smith	Dr Smith
<b>WEDNESDAY</b>	Dr Pannu	Dr Smith
	Dr Cameron	Dr Pannu
	Dr Scrivings or Dr Davies	Dr Scrivings(alt weeks)
<b>THURSDAY</b>	Dr Cameron (alt wks)	Dr Cameron
	Dr Pannu (alt wks)	Dr Pannu
	Dr Smith	Dr Smith (alt wks)
	Dr Davies	
<b>Friday</b>	Dr Cameron or Dr Pannu	Dr Cameron
	Dr Smith	Dr Smith

Our GP registrars also hold surgeries throughout the weeks – though the days of work may change with each Registrar.

Dr Pannu & Dr Cameron hold minor surgery clinics alternate Thursday mornings

## Summary

The practice appreciates the regular attendance those patients who have attended the group meetings so far. We would however like to encourage more patients to attend to help us continue to develop and improve services.

Minutes of all the meetings so far are available on the practice website, in the waiting room or on request at reception.

## Action Plan

- ✚ Further review of appointments system
- ✚ Update on changes in the NHS
- ✚ Display Doctors rota in waiting room and small handouts
- ✚ Request coat hook in patient toilet.