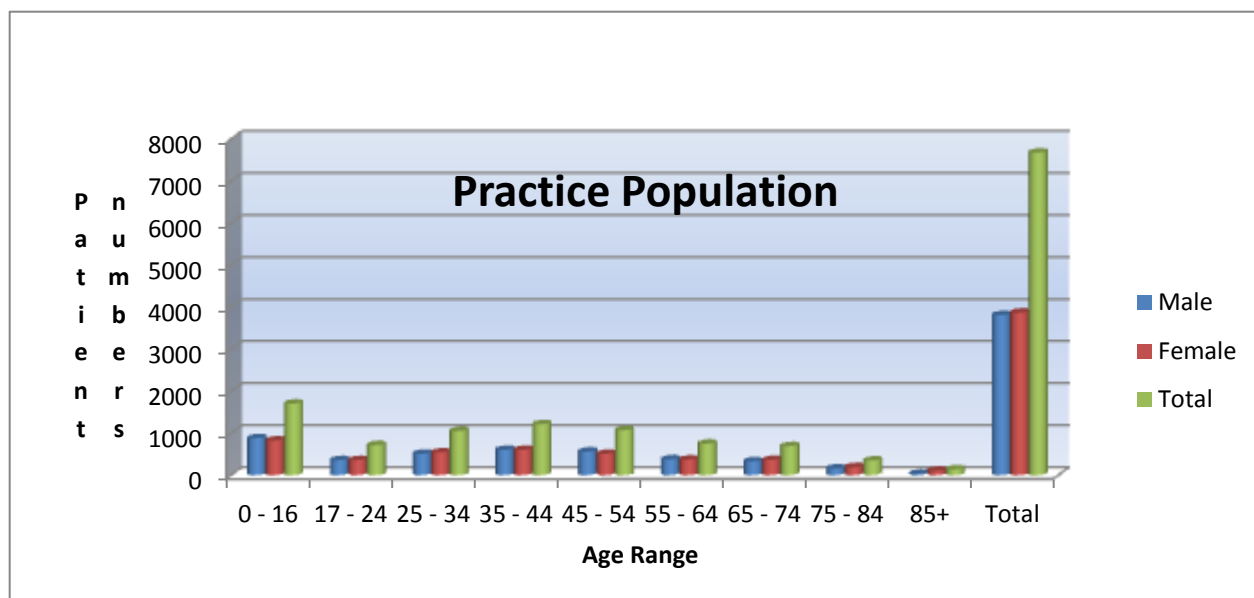


THE GREENWAY MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP ANNUAL REPORT MARCH 2014

PROFILE OF THE PRACTICE POPULATION (FIGURES AS AT MARCH 2014)



PATIENT REPRESENTATIVE GROUP POPULATION

The patient participation group consists of six regular attendees, three female and three male. The group have amongst them, patients who are disabled, have long term conditions, and are member of other focus groups in the community. One member also attends the wider North Kirklees Patient Representative Group and feeds back to the practice group. It is the groups aim in 2014/2015 to attract a younger representation of the practice population to the group.

PROFILE OF ETHNICITY OF THE PRACTICE POPULATION

The practice population continues to have a high percentage of White British and this continues to be represented in the patient participation group. The group members continue to prefer that the structure of the group remains informal with no written terms of reference, or elected officials.

HISTORY OF THE GROUP

The patient participation group was launched in June 2011 and continues to meet regularly. Efforts to increase the numbers attending have continued have included:

- Electronic notice in the waiting room giving details of date and time.

- Information about the meetings on counterfoils of prescriptions
- Personal telephone invites to those patients who regularly attend
- Minutes, agendas, and details of further meetings displayed on practice website.
- Patients who have made complaints/compliments regarding their experience of services, are routinely invited to attend the patient participation group.
- Patient Survey - see below

The group had planned five meetings this year, unfortunately one had to be cancelled due to illness. The meetings are always attended by one partner and the practice manager.

PRACTICE SURVEY

Following discussion with the group it was agreed that it would be worth undertaking a survey on the patients' opinions on how the practice communicates changes and developments in the practice to our patients, to include the use of electronic services, and awareness of the Patient Participation Group. This was undertaken during February/March with 100 questionnaires being handed out. The return rate was 97% though a small proportion of these were not fully completed. The results of the survey are published on the practice website, with hard copies available on request from the Reception. The full report is displayed on a notice board in the waiting room.

89% of patients surveyed said the practice communication with patients is either excellent, good or satisfactory.

71% of those patients surveyed had never requested a prescription on line

62% of patients surveyed were aware that the practice had its own website but only 11% logged on regularly

31 patients who responded expressed an interest in hearing more about the Participation Group. Each patient was sent a letter detailing the purpose of the group and invited to attend the meeting on the 18th March. Regrettably none of this group of patients attended.

ACTION PLAN

- Encourage a patient from the PPG to keep the practice website updated
- Arrange an online services promotion day
- Continue to use all current methods of communication
- Arrange a PPG meeting during the day .
- Have a guest editor spot on Practice Newsletter
- Promote virtual PPG
- Ensure an email address is requested on the new patient registration form.
- Look into a better information screen in the waiting room.

IMPLEMENTATION

This report will be displayed in the waiting room and be available of request and also on the the surgery website at www.thegreenwaymedicalpractice.co.uk

A copy of the report will be forwarded to NHS England