GREET MEDICAL PRACTICE

PATIENT REPRESENTATIVE GROUP REPORT 2013 - 2014

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| Greet Medical Practice has a mixed Patient Participation Group (PPG) with 15 members that come from a broad variety of backgrounds and have a range of experiences and skills who regularly attend the practice .  The group was first established in June 2011 at Warwick Road Medical Centre to help the practice in informing patients of the services available, testing consumer opinion, and understand the views of the patients on the services the Practice offers.  The patient group is made up of registered patients at the Surgery who are enthusiastic about providing vital feedback to the Surgery about current provision of services, influence the way we develop future services by becoming pro-active partners in improving our performance and ensuring that we are responsive to the needs of all our patients and the community by accessing the best in health care.  The profile of the patient group members is from a mixed ethnic background with a variety of age groups, gender and occupations. The Patient Group is regularly updated via email. Verbally and by telephone.  The Patient Group meets on a regular basis and encourages involvement and attendance from patients in all areas of the practice community and has continued to advertise for new members to join uses a variety of methods to increase representation to its PPG Group by inviting patients verbally, notice on surgery notice board, during GP consultations. All patients who join the surgery are requested to join the group as part of their new patient health check.  The agreed priority areas and issues were included in the patient survey according to the patient’s needs and their views of the practices standard of care from doctors and staff patient demand and changes to the NHS by the department of Health, to include patient satisfaction, opening hours, appointment availability and time spent waiting.  For ther period March 2013 – March 2014 100 patient questionnaires were handed out to the patients to fill in for their feedback on the practice performance and views. For non English reading patients a receptionist was available to interpret  Views from the patient surveys were collated and analysed using the computer software a copy of the survey results given to each PPG member for their comments and feedback.  The results from the patient survey feedbacks was discussed with the Patient Group and an action planned agreed where the patients and practice felt areas were highlighted were improvement and development could be made. |

# PRACTICE PROFILE 2014

# PRACTICE PROFILE 2013

# ENGAGEMENT OF PATIENT GROUP

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| To engage patients to take part in the Patient Group the following action was taken to invite patients from all ages ethnic background   * Poster displayed in waiting room/Notice Board * Face to Face invite by admin staff and clinical staff to * Letters * Word of Mouth * Patients contacted by telephone   **Practice Engagement with under-representative communities**   * Speakers from Support Plus * Health Exchange * Doctors and Nurses * Health Care Assistant * Multidisciplinary Team Feedback to Patients * Patient Group Representative |