Limes Patient Participation Group Report 2014 to 2015

(follow up action)

Our group is a continually growing group. As ever we continue to try and recruit new members to our team with posters and we have introduced a form in the new patient packs asking if people would like to join the PPG or the patient reference group.

Even with these measures we have a group of 10 with an age range from 44yrs – 67 yrs. We hope that the use of the new patient packs will encourage more members to attend.

The questionnaire this year was created by our PPG and the results were compiled also by the members and the action points were formed after discussions regarding the results with our PPG.

The questionnaire was given to all patients attending the surgery for an appointment over a period of two weeks in December 2014.

There have been changes in the practice over the last year and the results under the action points hopefully reflect how the patient feed-back we receive directs the development choices we have made.

Results of the questionnaire are found on the website:-

Action Plan

1. Try to increase the number of available appointments.

Result

We managed to secure funding for the Weekend project which commenced in March 2015. We are currently in the process of pushing for further funding of this project and are funding a bridge of 2 months ourselves whilst we await the outcome.

1. To give up doctors parking spaces.

This did divide the PPG at the time with some members feeling there was no point. We have been able to negotiate with the pharmacy the use of their car park once it is built. Work has already commenced on the building.