

Perranporth Surgery – Patient Participation Group (PPG) Action Plan 2012-13

Background

The Practice has developed a structured Patient Participation Group (PPG) that both reflects and gains views of its registered patients. It also enables the practice to obtain feedback from a cross-section of the practice population which is as representative as possible. The Practice was able to do this by inviting interested patients to the first introductory meeting in October 2011. Invitations to attend the meeting were displayed in the waiting room and on the Practice website.

Practice Profile

The Practice population as at March 2013 is 7162

The age and gender breakdown of the Practice population is as follows:

Age Range	Male (%)	Female (%)	Total (%)
Under 16	8.3	7.6	15.9
16-24	4.6	3.8	8.4
25-34	5.9	4.9	10.8
35-44	7.0	6.2	13.2
45-54	6.8	6.6	13.4
55-64	7.0	7.5	14.5
65-74	6.3	6.4	12.7
75-84	3.5	3.8	7.3
Over 85	1.2	2.6	3.8
Total	50.6	49.4	100 %

The Profile Of The PPG

Membership of our PPG is open to all patients of the Practice. The intention is for the composition of the group to mirror the Practice's demographic mix. However, as membership is voluntary the mix and size of the group is determined by those who volunteer.

The Practice will continue to actively seek increased representation from all age groups.

The intention is to increasingly use the Practice's website to attract potential volunteers - this would supplement the present approach of waiting room posters and the waiting room TV display.

The group at present has 8 members.

Patient Survey

The survey was developed by the PPG in conjunction with the Practice Manager and Assistant Practice Manager. The survey was conducted in November 2012.

100 out of 150 questionnaires were completed and returned.

The overriding theme of this feedback was positive with the following area action planned as providing potential improvement opportunities.

Action Plan

The survey results were reviewed at a meeting of the PPG on Wednesday 6th March 2013.

71% of the patients who completed the questionnaire normally book their appointments by telephone. We had comments from patients that it is difficult to get through to the surgery because quite often the phone line is engaged. The **action** we have taken is to look into purchasing a new phone system which would offer a queuing system for patients.

Our action plan last year was to open the appointments line at 8.00 am instead of 8.30 am this has been very popular with our patients. The following comment was made by a patient in our recent survey "I am so glad to hear that we can make an appointment by phone from 8.00 am"

Practice Opening Times

Monday	08.00 – 12.30 and 13.30 – 18.00
Tuesday	08.00 – 12.30 and 13.30 – 18.00
Wednesday	08.00 – 12.30 and 13.30 – 18.00
Thursday	08.00 – 12.30 and 13.30 – 18.00
Friday	08.00 – 12.30 and 13.30 – 18.00

The Surgery provides a weekly extended hours service on a
Wednesday evening 18.30 – 20.30