

## **Practice Name:**

### **Patient Participation Report 2013/14**

This report summarises the development and outcomes of the Patient Participation Group (PPG) in 2013/14.

The report contains:

1. A profile of the PPG.
2. Priorities for the 2013/14 patient survey and how they were agreed with the PPG.
3. Method and results of the patient survey.
4. How the survey findings were discussed and changes agreed with the PPG.
5. Details of the Action Plan agreed with the PPG.
6. Confirmation of practice opening times.

#### **1. Profile of the PPG**

Our PPG is currently made up of a core of 22 patients, mainly, but not exclusively, of retirement age. We continuously advertise the fact that we invite all patients to be part of the group, by several different methods: MJOG, letters, texts, noticeboard and Facebook. By using these methods, and by creating a virtual group, we hope to attract younger patients to take part. We have one noticeboard in Reception for the exclusive use of the PPG, and there is always a supply of application forms on that board. There is also an electronic version of the application form on our website <http://www.boughtonhealthcentre.co.uk>

#### **2. Priorities for the survey and how they were agreed with the PPG**

The format of the local questionnaire was discussed and agreed with the PPG chair and committee in May 2013.

#### **3. Method and results of patient survey**

The survey was carried out over three weeks in an organised method to ensure we obtained sufficient responses for each of our clinicians (a minimum of 30 per clinician). Questionnaires were returned by 328 patients (2.8% sample). The information obtained was then collated and the findings are included in the attached document.

#### **4. How the survey findings were discussed and changes agreed with the PPG**

A full review with the PPG Chair was undertaken in July 2013 (see attached) following the local survey results being received and collated.

### 5. Action plan agreed with the PPG

*[Details of the action plan setting out how the findings or proposals arising out of the local practice survey can be implemented and if appropriate, reasons why any such findings or proposals should not be implemented].*

You said...	We did...	The result is...
	Please see our action plan attached (P4 of the attached June 2013 local patient survey results)	

### 6. Opening times

The practice is open from 8am to 6.30pm Monday to Friday. Patients can access the surgery by phone, in person, or on-line if registered to do so.

### 7. Extended hours

Outside our core hours of 8am to 6.30pm (Monday to Friday) we use the Extended Hours service at the Countess of Chester Hospital. Appointments are available between 6.30pm and 8pm Monday to Friday, and 10am to 12 noon on Saturdays, and have to be pre-booked. Patients can access this service by telephoning 01244 385422. For all other times, we use an out of hours service; this is accessed by phoning the practice number and calls are automatically diverted to the out of hours phone number.