**Westbourne Medical Centre Patient Participation Group Report March 2014**

SECTION ONE

Westbourne Medical Centre has a practice population of 4,675 as of 27th March 2014. We value the opinions of all our patients and continue to actively recruit members onto our patient participation group. This year we have tried to encourage more patients to attend our meetings but many patients due to work or family commitments, initially showed interest but then were unable to attend our group meetings. We are aware that our attendees at these meetings may not be an ideal cross section of our practice population but the practice survey results do encompass all age and ethnicity groups.

It is our intention to address this in the future with the suggestion to our current Patient Participation Group members that we investigate the feasibility of developing a virtual group and communication would be via e-mail. However, a purely “electronic” group would possibly exclude the most deprived and perhaps some elderly patients, so the group could consider either running the virtual and actual meeting in tandem or offering non electronic participation by post. One patient does currently correspond with the group via email so this alternative could be more actively encouraged and recruited.

**Patient Participation Group Profile**

The group of thirteen members offers representation from a cross section of the practice population. Employed, unemployed, retired, ethnic minority, young parents and carers all being represented by our group’s members.

Patient Age distribution in our group.

We have two patients from ethnic minority groups and one disabled patient. We currently do not have members with learning disabilities and we recognise that this group of patients is under represented. Hopefully, this can be addressed whilst actively recruiting more members.

**Actions taken to recruit members to ensure representation from our practice population**

We have a number of patient leaflets and posters available within the reception area and staff actively encourage patients to volunteer for this group. We continue to ask permission at new patient registration to gain consent to send surveys from time to time and also ask that patients consider signing up to our patient group.

The practice newsletter will promote membership to our group.

Our group shall also be advertised in our next version of our patient leaflet.

SECTION TWO

The agenda for each meeting is made up of common issues locally and nationally as well as any issues or suggested changes suggested by group members or patients as a result of a complaint.

Minutes of each meeting are taken and circulated to all members of the group.

One area of discussion at the meeting held on 24th October 2013 was the results from a patient survey circulated to 180 patients during the month of October (copy of survey attached).

The survey was devised following previous discussions within the group, the questionnaires were made available on the reception desk for patients to complete as they waited to see a clinician and it focused on:

1. Accessing the Practice by telephone
2. Ease of getting and appointment with GP/Nurse of choice
3. Preferred appointment times
4. Availability of preferred appointment times
5. Reception staff
6. GP’s
7. Nursing staff

SECTION THREE

Survey results (attached)

The results of the survey were very encouraging with no major issues highlighted. The results were discussed at the Practice Participation Group particularly focusing on accessibility within the Practice. It was agreed that the current system was more than acceptable to patients as accessibility within the Practice was rated as good with the majority of patients being able to access the surgery quickly and able to get an appointment at their preferred times.

SECTION FOUR

Recommendations as a result of consultation with the PPG.

* There were no specific changes suggested within the survey or at the subsequent PPG meeting but it was agreed that the practice could continue to work on telephone response times and offer customer service training to all reception team members.
* It was agreed that the survey should be repeated in 12 months to ensure that we are meeting patient’s needs and post customer service training has improved our patient satisfaction.
* In order to capture working patients and patients who do not regularly attend the Practice to ensure we are meeting their needs and demands the Practice should consider sending a small sample of postal questionnaires.
* Promote the PPG and actively encourage new recruits from a wide cross section of the community. Ensure that participation is made easy for those who cannot easily attend the surgery for meetings.