

PORTUGAL PLACE HEALTH CENTRE

PATIENT PARTICIPATION GROUP REPORT 2011/12

Develop a Patient Participation Group

The practice is represented by:-

Dr Bendelow (GP)
Dr Dickson (GP)
Karen Iliadis (practice manager)
Pam Mennell (practice nurse)
Margaret Hakin (receptionist)

Patient representatives are:-

Jim Barnes
Tony Turnbull
Vicki Guillory
Bob Hamil
Rebecca McIntyre
Tina Trowbridge
Lily Brown

All GPs were asked to nominate 3 patients that they felt would be beneficial in joining our PPG group and a letter was sent to approximately 25 patients asking them if they would like to join the group. We had 7 positive responses and these now form the patient element of the PPG.

The ages of the group range from 25 to 75. We have a range of patients who are familiar with chronic disease, looking after young children and a carer who cares for elderly parents.

We are advertising the PPG in the surgery and on the website, we would like to also set up an online forum and would encourage anyone who is interested to contact the practice and leave their email address.

Agree Areas of Priority

At the first meeting in December, it was agreed that the main priority was to look at access. The survey would be tailored around the appointment system.

A future priority would to organise an open health event for all patients.

Collate Patient Views through the use of a survey

We agreed the format of the GPAQ questionnaire with the PPG group at our meeting in January. The survey was run during January and February in the surgery. We also posted a copy out to a randomly selected number of patients and asked them to complete it and return in the stamped addressed envelope or complete the survey online from our website. In total we received 101 returns from a postal sample of 230 which equates to 44%. Total responses, including those completed in the surgery were 500.

PPG to discuss survey findings and Agree changes to services

The survey results were discussed in detail at our meeting in February. During February we also visited a practice in Redcar to look at alternative appointment systems and 2 members of the PPG group accompanied the practice staff.

Agree Action Plan with PPG

It was agreed at the February meeting that the PPG would be actively involved in any decisions we make around changes to the appointment system.

A health event will be organised for the summer (subject yet to be agreed)

Publish Actions taken

Our survey results and this report are available on our website and in paper form in the surgery

[Opening hours are available on our website](#)