

PORTUGAL PLACE HEALTH CENTRE

PATIENT PARTICIPATION GROUP REPORT 2013/14

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

The ages of the group range from 25 to 70. 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 have agreed to keep the group as it is for 3 years to allow continuity

After advertising the PPG in the surgery and on the website, we have set up an online forum of an additional 30 patients and are still encouraging anyone who is interested to contact the practice and leave their email address.

Agree Areas of Priority

At our meetings this year we agreed that the main priority was to continue to look at access and that the survey would be determined after our big meeting on October.

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 subject area for the survey at our open meeting in October and the questionnaire was devised by Dr Foxen. Everyone who attended that surgery in the time period it ran was asked to fill in an anonymous questionnaire

PPG to discuss survey findings and agree changes to services

The survey results were discussed in detail at our meeting in March.

Agree Action Plan with PPG

It was agreed at the March meeting that the PPG would be actively involved in agreeing the format for educating and informing patients around mental health issues and services

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](#)

KI 31/03/2014