

Pencester Surgery / Pencester Health

Patient Participation Group Report 2015 / 2016

This year we have had 7 active members of our patient participation group. The age ranges are described in the table below.

AGE	25-34	35-44	45-54	55-64	65-74	75-84	85-89	TOTAL
MALE					2			2
FEMALE					5			5

During the past year we have seen a substantial increase in registered patients at Pencester Health due to the closure of Dover Medical Practice. Extra staff have been employed to cope with the increase in demand.

Members of the patient participation group [PPG] came in to the surgery to distribute a new patient survey which was also compiled by the PPG members. Thirty-four surveys were successfully completed and the results discussed at a subsequent meeting. Our main area of concern was regarding the appointment system as there seemed to be some confusion surrounding it. A leaflet explaining our appointment system has now been produced and is available in reception.

Both Pencester Surgery and Pencester health were inspected in July 2015 by the Care Quality Commission. Both surgeries were rated as 'good' with an 'outstanding' awarded to Pencester Health for our care of vulnerable patients.

It was noted that the 'pram park' at Pencester Surgery was becoming increasingly untidy due to the amount of patient information leaflets there. A volunteer from the PPG now keeps this area tidy.

The PPG also noted that a sign should be easily visible in the waiting area for those patients who required a private room where they could speak to a receptionist in confidence.

During the last meeting at the beginning of March it was suggested that thought be given to fund raising ideas to benefit both practices. This will be discussed during our next meeting in June 2016. The members of the PPG have decided to repeat our patient survey in October 2016 to give a comparison to last year.