

Penchester Surgery / Penchester Health

Patient Participation Group Report 2013/2014

We have this year formed a Patient Participation Group. At present we have 16 members, which are made up of both male and female patients from both of our surgeries. 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
FEMALE		1	1	2	3	1		8
MALE		1		2	4	1		8

We have endeavoured to advertise our group to reach as many patients as possible and let them know about us. Leaflets are regularly distributed in our waiting area and all new patients registering with us are given the chance to join and voice their opinions.

Our initial meeting took place on the 7th of August 2013. During this it we compiled our own patient survey made up of relevant questions thought of by our members to obtain the views of patients regarding their surgery and the service they receive. The surveys were actively handed out to patients in our waiting area during the following months and the survey was also made available on the website for patients to complete and send to the practice.

The results of the surveys were collated and shared at the next meeting on the 21st of November 2013. The most common points raised by the patients were discussed and solutions sought. The main points raised were the cleanliness of the patient toilet, the call system in the waiting area and the introduction of a comments box.

Discussion between practice staff and the patient participation group [PPG] took place and the following conclusions were drawn. The toilet is cleaned by a specialised company to a high standard on a daily basis. The PPG suggested hourly inspection of the toilet. However, our main problem is our central location in town and the toilet is used by people not registered at the practice. It was agreed to keep the toilet locked and the key is made readily available on request.

An estimate to replace the current call system came in at £7,700 and the PPG asked if this could be considered. Unfortunately this option for the practice is not financially viable at the present time and it was concluded that to help the sound problem all GPs would be asked to collect their patients from the waiting area.

A comments box has been introduced in the waiting area where patients may leave their views and these are passed on to the PPG. Discussions are ever on going at our 3 monthly meetings and we strive to work with the PPG to improve our service to our patients.

The surgery opening hours are 08.00 until 18.30 Tuesday to Friday and 08.00 until 20.30 on Mondays when we offer an evening surgery for the convenience of our patients. We do not close over the lunchtime period and remain available all day. If you would like to join our PPG please notify reception staff and you would be more than welcome to attend our next meeting.