

Local Patient Participation Report
Laura Lucas
Practice Manager

The PRG has a core group which meets with the practice on a monthly basis, the dates of the meetings and our quarterly meetings are displayed within the practice, quarterly meeting dates will also be available on our website.

The practice and current members have agreed that the group will identify members to attend the practice for certain events to raise awareness of the group and recruit new members, we have identified that we need to recruit patients under the age bracket of 50 years and from different ethnic backgrounds in order for the group to be wholly represented. The practice has a comments and suggestions box in reception, we encourage all patients to contribute with any suggestions and if suitable discuss this at meetings. The surveys were given to patients attending appointments and 50 surveys were posted to patients identified within the practice.

The practice has protected meeting times with the PPG and the Practice Manager and senior GP attend.

The practice survey showed that patients required more pre-bookable appointments, we discussed with the group the capacity for this and any issues surrounding this including possible increase to DNA appointments or A&E attendances,. As a result we released more pre-bookable appointments at our branch surgery and aim to continue with further improvements such as booking appointments on line.

Our survey results are displayed on the website and in the practice.

The opening hours of the practice are 8.30 – 6pm and the practice also opens for extended hours of 5 ½ per week on a Saturday.

The practice aims to have a full profile of our group members uploaded onto our website by June 2013.

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