

PPG report/ action plan 2015/16

Name of Practice: The Adam Practice

<p>Practice Population:</p>	<p>Capitation 31,771</p>
<p>Membership of PPG:</p>	<ul style="list-style-type: none"> • PPG Members; 58 (Male – 23, Female – 35) • Ethnicity; 42 British, 2 Slovakian, 1 Caribbean, 13 Not declared. This is in line with our overall practice population. • Age range; 20-85. With majority aged within 50-70 bracket (however this is in line with both our practice population and the Public Health Summary).
<p>Information Analysed:</p>	<p>Emails are sent to all PPG members via email on at least a monthly basis. Information sent\requested in this period is as follows;</p> <ul style="list-style-type: none"> • Monthly NAPP e-bulletins • Request for members to participate in NAPP online survey • Information about implementation of parking charges at a local beauty spot (initial request from PPG member) • Request from Health Watch Dorset for participation in their survey on Care Services • Ideas for the Practice Leg Club official name (name that was finally selected was from a suggestion received from a PPG member – ‘Best Foot forward’) • Assistance with resolving some of the negative comments received via the Friends and Family test • Request for comments regarding proposed changes to our Poole surgery car parking • Request for assistance to inform friends\neighbours re changes to a flu clinic session time. • Request for thoughts on how the wider practice population would use a pharmacist if one was employed by the practice and if the PPG thought this was a good idea.
<p>Areas for improvements identified:</p>	<ul style="list-style-type: none"> • Surgery session timings • Better communication • Alternative session times • Information provision for services • Implement Car Park system at Poole surgery
<p>Action plan:</p>	<p>Actions decided by the PPG;</p> <ul style="list-style-type: none"> • Review timings for Newsletters to ensure communication is increased to patients who cannot access website and email to those who can receive

	<p>electronically.</p> <ul style="list-style-type: none"> • Information to patients about the need to book double appointments if they wish to discuss more than one problem. • Look into a 'buddy system' for the elderly and frail (to deliver information about services\appointments etc).
<p>Summary of change:</p>	<ul style="list-style-type: none"> • Newsletters are being emailed to all patients we have an email address for and placed on TV screen in surgeries (as well as in hard copy). However they are still currently being produced every 3 months due to content problems. • Posters were placed in surgeries about the need to book longer appointments and details added to TV screens. Reception also ask patients who are known by the GP's to take longer if a double appointment is needed.
<p>Description of how patients have been engaged with this:</p>	<p>The PPG are engaged only via email and we have a core group of our members who will always reply with very helpful responses and ideas.</p> <p>We attempt to get patients to join the PPG via a question on the New Patient Questionnaire form and via our website. Also this year we attempted to gain more of an ethnic mix via the assistance of the CCG Patient and Public involvement lead.</p>