

# **MILEHOUSE MEDICAL PRACTICE PATIENT PARTICIPATION GROUP REPORT**

This report summarises the progression of Milehouse Medical Practice Patient Participation Group (PPG) in 2014-2015.

## **1 Increasing membership of the PPG:**

The Practice and PPG continues to try to recruit new members to the PPG as in previous years

We are actively trying to recruit other patients from differing age brackets and ethnicities. Details are on the practice website, on posters in the surgery and in the practice leaflets.

## **2 This year's Survey, priorities and how they were agreed:**

As stated in last year's report, the "Improving the Practice" Questionnaire produced such positive results, either "Very Good" or "Excellent" the group decided to use the revalidation survey which was run in July.

Dr Hussain's revalidation took place towards the end of 2014. It was decided that the PPG would review the results of the survey used for revalidation as this would include national benchmarking.

This survey was carried out in July.

## **3 Method and results of patient survey:**

The survey was conducted by Clarity on behalf of Dr Hussain. As this was for Dr Hussain's revalidation this was an in-depth survey.

Paper forms were used to conduct the survey as it was felt that this would be the quickest, easiest way to get a response from patients.

A copy of the Questionnaire incorporating the results is available on the website.

## **4 Resulting action plan:**

The survey showed that patients were very happy with the service provided by the practice across all areas surveyed.

## **5 Future Patient Survey:**

Due to clinical staff changes within the practice over the past six months, it was decided that a patient survey would be discussed at the next PPG meeting in May 2015 when the staff had been in post long enough to enable the group to compose a suitable survey.

**6 Confirmation of our opening times:**

The surgery is accessible from 8.15 am until 7.00 pm Monday to Friday, excluding Thursday afternoons when the surgery is closed from 1.00 pm.

Morning surgery times are Monday – Friday – walk-in surgeries between 9am and 10.15am

Evening surgery times vary:

Monday evening 4.15 pm – 6.00 pm

Tuesday evening – prebookable appointments only between 4.00 pm and 6.00 pm

Wednesday evening – prebookable appointments only between 5.00 pm and 6.30 pm,

Friday evening – walk-in surgery between 4.15 pm and 6.00 pm.

Extended hours arrangements are:

Monday evening and Wednesday evening 6.30 pm to 7.00 pm

Outside of surgery hours, calling the surgery number will give a recorded message asking patients to hang up and dial 111.

**The Practice and PPG would like to thank all patients who participated in the survey and very much appreciate their comments and interest in the way the surgery operates.**

**CHRISTINE MASON  
PRACTICE MANAGER**