**GREENSIDE SURGERY**

**PATIENT PARTICIPATION GROUP REPORT 2013/14**

The current reference group reflects and gains the views of its registered patients and enables the practice to obtain feedback from a cross section of the practice population. We also have the provision of virtual patient participation group via email. They can consult via email or telephone addressed to the Practice Manager on a regular basis. (This is for somebody who finds it difficult to attend regular PPG meetings at the practice). We have developed the PPG in the most appropriate way to reach the cross section of the community. In February of this year we also introduced a generic email address specifically for the PPG members to answer any questions or receive ideas from patients at Greenside Surgery who cannot attend the meetings and do not wish to be involved with virtual group; e.mail - [GreensideSurgery.PatientParticipation@gp-c87020.nhs.uk](mailto:GreensideSurgery.PatientParticipation@gp-c87020.nhs.uk)

There are 8 members who attend the PPG meetings 4 female and 4 male plus the Practice Manager and Dr Chris Myers for the first half hour. We have a further 15 virtual members (these patients were only communicating by email in 2011 as no patient could attend the meeting at Greenside and this was the method they preferred) who are also engaging through email these consist of young and old, employed and unemployed plus a patient who is visually impaired.

Greenside Surgery patients have always used NHS choices websites for updates and information on the services provided and always positive feedback from patients who take the time to praise the practice team there has never been a negative comment. Other comments received are also actively sort through praise & grumble Greenside template which patients can easily access in the waiting area.

In 2013 a Greenside Surgery Website was set up to improve the communication between all <http://www.greensidegpsurgery.co.uk/>, there are several links on this website to access information i.e. PPG agendas and minutes of the meetings, access prescriptions online. A new service has been provided for booking GP appointments on-line alongside ordering repeat prescriptions on-line. The surgery has been actively promoting these services through the quarterly [Greenside newsletter](file:///C:\NEWSLETTER%20Greenside\2013%20Newsletter\Newsletter%20Oct-December%202013.docx), the Patient Notice Board in the waiting room, NHS choices website and entered on to the prescription counterfoil, we now have approximately **6%** of the practice population **registered for on-line services**.

The content of the patient practice survey was discussed at a PPG meeting in February all outcomes are excellent – the group suggested percentages to add in to the next survey, This survey was performed in December 2013, 100 patient questionnaires were completed the results are attached: [Practice Survey 2013](file:///C:\Patient%20Surveys\Patient%20Survey_Dec%2013.docx) - actions – “Encourage further comments from the PPG discuss maintaining high standards, all agreed we have an excellent Daily Open Access service, we shared the results with greenside patients through the practice website, NHS choices, notice boards and Greenside Newsletter.”

Greenside Surgery opening hours can be found on our website: <http://www.greensidegpsurgery.co.uk/> we offer mixed appointments and Open Access each day Monday to Friday also extended hours on a Monday evening until 9.15pm. On-line appointments have been available since December 2013

**PPG views** - from the start of the development of the PPG all actions have been dealt with i.e. hand sanitizers at various points in the surgery, Ticket numbers and colours have been changed to help the visually impaired, Dr Myers has always updated the PPG on any new developments in the CCG/NHS England as requested, we have also maintained our high standards and kept the Open Access and extended hours. The views of the patients were that this was an excellent service Greenside Surgery provided and this reflects in the **CQC visit report** uploaded on to our website.

Carole Dalling

Practice Manager