

## **PATIENT PARTICIPATION GROUP – ACTION PLAN FOLLOWING MEETING 28.03.13**

- Practice to consider feasibility of additional opening hours on evenings or weekends as per discussion in the PPG group meeting from 28.03.13. The survey results reflect that only 17 patients out of the 53 that answered the question are satisfied, with 22 patients would like addition evening or weekend hours.
- Practice team to consider providing patients with copies of test results within consultations. 86.5% of patients answered in the affirmative when asked in the recent survey.
- Practice to consider introducing a section on practice website regarding changes in the NHS due to confusion about changes from PPG members who requested an additional question be included on the survey to ascertain views of the rest of the practice patients. The survey responses to this question indicate the majority of patients are either not aware of the changes or do not understand them.
- Improve patient education around waiting times for appointments, 10 minute appointment times and maximum 2 issues per consultation. The results of the survey reflect that 44.5% of patients feel that they either have to wait a bit too long or far too long. This indicates a lack of understanding about the reason behind clinic time delays. As discussed in the PPG meeting on 28.03.13 sometimes the on call GP would need to deal with urgent queries that may arise in between patients during a clinic. Often patients speak about multiple problems per appointment and the allocated time per appointment is 10minutes but this often overruns.
- PPG group members to consider being more involved in the next survey & assist patients with language barrier. There have been 54 responses to the practice survey this year despite the reception staff actively inviting patients to complete the survey and handing out many blank surveys. Print-outs with the internet link to complete the survey online have also been made available. Uptake has been poor. Bearing in mind that many patients have a language barrier and cannot read/write English, the PPG members will consider spending time in the waiting room assisting patients in completing surveys.

