

Hugglescote Surgery

PATIENT PARTICIPATION GROUP (PPG) REPORT

1. Patient Participation Group Profile

	under 30	30-39	40-49	50-59	60-69	70-79	80+	
Female	1	3	5	2	16	11	1	
Male		1	2		10	6		
Total	1	4	7	2	26	17	1	58

2. Steps taken to ensure that the Patient Participation Group is representative

- An invitation was posted to all registered patients over 18 years
- A notice is displayed in our waiting rooms and on our website
- Members of the Patient Participation Group are present to recruit new members at our extended flu clinic
- Patients are also opportunistically encouraged to join for example: should a patient make a complaint they are invited to join

3. The patient survey was discussed a PPG meeting and it was agreed to repeat the survey distributed last year to provide a comparison
4. The patient survey was distributed at the extended flu clinic in October 2012 (approx. 700 patients attended). The survey was also available at the practice and on the website. Completion was encouraged by the practice team throughout October 2012
5. The patient survey was discussed at a PPG in March 2013
6. See action plan attached
7. See attached summary of patient survey results
8. Practice opening hours:
 - Monday: 8:00 – 18:30
 - Tuesday: 8:00 – 18:30
 - Wednesday: 8:00 – 18:30
 - Thursday: 8:00 – 18:30
 - Friday: 8:00 – 18:30
9. Practice extended hours:
 - Monday:
 - Tuesday: 7:15 – 8:00 & 18:30 – 19:00
 - Wednesday:
 - Thursday: 18:30 – 19:00
 - Friday: