

# Hugglescote Surgery

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## PATIENT PARTICIPATION GROUP (PPG) REPORT

### 1. Patient Participation Group Profile

Age	30-39	40-49	50-59	60-69	70-79	80+	Total
Female	3	3	3	13	6		28
Male		2		7	6	1	16
	3	5	3	20	12	1	44

### 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 broadly repeat the survey distributed last year to provide a comparison. A sub-group was formed to recommend a few alterations.
  4. The patient survey was distributed at the extended flu clinic in October 2013 (approx. 800 patients attended). The survey was also available at the practice and on the website. Completion was encouraged by the practice team throughout October and November 2013
  5. The patient survey was discussed at a PPG in February 2014
  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