

Practice Name: Cockhedge Medical Centre

## Patient Participation Group Report 2016/2017

This report summarises the development and outcomes of the Patient Participation Group (PPG) in 2016/2017.

The report contains:

1. A profile of the PPG.
2. PPG Achievements

### 1. Profile of the PPG

Our PPG consists of patients registered at the practice. We have always strived to make the group as reflective as possible of our patient population. However we have mostly retired members despite our catchment of patients being predominantly young of working age with small children. This in itself makes recruitment difficult to the group.

As of 31<sup>st</sup> March 2016 the PPG consists of:

5 males/5 females = 10 in total  
4 under the age of 60/6 over the age of 60

We have lost 2 members this year but also gained 2 members over the year.

Therefore recruitment of PPG members is ongoing via:

- Visual display in the waiting room
- Promoted via the jayex board
- Practice newsletter – contains a PPG section with contact details for the Practice manager
- Asked on registration and new patient checks
- Practice website

The PPG meets on a 3 monthly basis. Minutes are recorded for transparency/governance and are circulated to PPG members and practice staff. The practice list size is currently 3083.

### 2. Patient Survey

This year the PPG decided not to conduct a practice patient survey but would review the findings of the National Patient Survey.

#### Survey Results

The outcomes of the survey were presented to the PPG and the following findings were discussed:

### What the practice does best?

- 96% of respondents found it easy to get through to the practice by the phone
- 91% were able to get an appointment to see or speak to someone the last time they tried
- 87% of respondents describe their experience of making an appointment as good
- 95% had confidence and trust in the last GP they saw or spoke to
- 94% say the last nurse they saw or spoke to was good at giving them enough time
- 97% had confidence and trust in the last nurse they saw or spoke to

### What the practice could improve?

- 79% of respondents say the last GP they saw or spoke to was good at explaining tests and treatments
- 80% of respondents said the last GP they saw or spoke to was good at treating them with care and concern
- 85% of respondents said the last GP they saw or spoke to was good at listening to them

### 3. Action Plan agreed with PPG

To conduct a PPG patient survey later in the year due to the poor response rate of the National survey. The PPG did not feel this was a valid survey of the practice. Out of the 378 surveys sent out only 109 were returned for analysis, which totaled a 29% completion rate.

### PPG Successes

A waiting room electronic information board and patient check in screen was introduced paid for by Warrington Health Plus. This was as a consequence from the previous year's patient survey advocating the need for this equipment by patients.

Online services have been positively promoted and use of these services has greatly increased including the use of online appointments.

The PPG fed back on many issues in particular the online systems available in the practice. This continual feedback of user experience provides the practice with valuable information to be acted on and therefore improve our service to patients.