Dr H Ullah & Partners

K82039

Local Patient Participation Report

Laura Lucas

Practice Manager

2013 – 2014

9th January 2014

The PRG has a core group which meets with the practice on a monthly basis, the dates of the meetings and our quarterly meetings are displayed within the practice, quarterly meeting dates will also be available on our website.

The practice and current members have agreed that the group will identify members to attend the practice for certain events to raise awareness of the group and recruit new members. We have recently updated our website to ensure patients have access online to sign up to our PPG. The practice has the full profile of our group members uploaded onto our website and this is updated yearly or with any new members when they join.

The practice has a comments and suggestions box in reception, we encourage all patients to contribute with any suggestions and if suitable discuss this at meetings.

The practice has conducted a survey this year surrounding appointments; the survey topic was decided following on going discussions with the PPG around appointments and capacity. Patients were asked to either complete the survey in the surgery or online. This year’s survey is attached and all results are displayed on the website and in the practice. We aim to re-run the survey in the future to try and engage with the larger practice population. The survey sought patient opinion of access to appointment booking, the results showed that 12% of our patients were not satisfied ,25% felt there is room for improvement ,32 % are fairly satisfied, 27% very satisfied and 4% didn’t respond

The key aims identified by our PPG for 2014 are a quarterly newsletter which involves the PPG and Practice including hot topics for patient information, fund raising events, and a further patient survey .

 The practice has protected meeting times with the PPG and the Practice Manager and senior GP attend.

The opening hours of the practice are 8.15 – 6pm and the practice also opens for extended hours on a Saturday from 8.30 -2pm.

Laura Lucas – Practice Manager