**Adderley Green Surgery**

**28-30, Weston Street**

**Adderley Green**

**Stoke On Trent**

**ST3 5DQ**

**TEL: 01782 311266**

**Patient Participation Group Report**

**March 2013**

**Objective:**

To facilitate & encourage the surgery patient population to be informed about & get involved in the range & quality of services currently provided, & in the future commissioned, by the practice.

**Purpose:**

Adderley Green Surgery is committed to its patients & delivering the best services it can to them. We therefore signed up to the Patient Participation DES to apply some structure & to access support & suggestions in establishing a Patient Participation Group.

The key indicators laid down in the service specification are addressed below:

|  |  |
| --- | --- |
| **1.**  **Establish a PPG comprising only of registered patients and use best endeavours to ensure PPG is representative** | **Background:**  Adderley Green Surgery is situated on the outskirts if Longton, Stoke On Trent. The practice is a single handed practice and was established 30 years ago by Dr. Ghosh who retired in April 2012. Dr. Sundaram is now the lead GP for the practice. The demographics of the practice are that the majority of patients are in the aged range under 65 and are mostly of white British ethnicity.  **Rationale:**  Historically it has been easier to involve those in the older age range to join a PPG, for a number of reasons- demands on their time are not as pressing & they are keen to engage & offer their experience & opinions to a forum.  In an effort to engage some younger patients, it was felt that participating by email could be useful to obtain ideas and suggestions.    Where patients wish to participate but do not have internet access, the surgery will provide information by post, telephone or face to face as appropriate.  **Method:**  In April 2012 we started to actively advertise the practice PPG. The following methods were applied:   * Advertised in practice leaflet * Poster placed on notice board in the waiting area * Notes added to the patient call in board * Information added to the practice website     Despite all our efforts, it has proved difficult to recruit patients to the representative group- it is still a work in progress. To date we have 5 active members, 3 males and 2 females, ages ranging from 23 -72. We have as yet no members from minority ethnic groups. |
| **2.**  **Agree with the PPG which issues are a priority & include these in the local practice survey** | Improvements to the practice premises were identified as being a priority, to improve infection control and provide a pleasing environment for all of our patients. |
| **3.**  **Collate patient views through local practice survey & inform PPG of the findings** | A survey was conducted in house to obtain the views of patients around the improvements to the practice premises.  50 surveys were completed.  Of the 50 responses the summary of the survey results are as follows:  **82% of patents said that the refurbishment has improved the look of the practice.**  72% of patients found that the recent refurbishment did not find that it disrupted the running of the practice in any way.  70% of patients said that they were able to see their usual GP during the refurbishment.  4% patients did not return their forms.  **Comments:**  “No problem. Been very very good since I’ve been coming”  “Clean fresh & welcoming.”  “I have no concerns what so ever the staff are wonderful and caring.”  “Everything was fine while it was being done.”  “Great especially the toilet for us oldies!”  “Stay a well managed practice friendly & helpful.”  “I would like to know what days different Drs are on.” |
| **4.**  **Provide PPG with opportunity to comment & discuss findings of local practice survey. Reach agreement with the PPG of changes in provision and manner of delivery of services. Where PPG does not agree significant changes, agree these with the PCT** | A summary of the practice survey findings is due to be discussed. |
| **5.**  **Agree with the PPG an action plan setting out the priorities & proposals arising out of the local practice survey. Seek PPG agreement to implement changes & where necessary inform the PCT.** | Further action plans are to be discussed. |
| **6.**  **Publicise the Local Patient Participation Report on the practice website & update the report on subsequent achievement** | This summary will be posted to the practice website:  [www.adderleygreensurgery.nhs.uk](http://www.adderleygreensurgery.nhs.uk)  by 31st March 2013 |