**Richmond Medical Patient Participation Group Annual Report ‘13/’14**

There are 21 patients who currently make up our Patient Participation Group.

17 (81%) are from an ethnic minority background (Pakistani) and 13 (62%) are female.

4 of the group are carers who looked after seriously ill members of their family, 3 of whom have since passed away.

4 others have major chronic illness or disability themselves.

Almost half of the members have children living at home, partially compensating for the lack of members under the age of 30.

A higher proportion of male members attend monthly meetings than do female (due to family commitments). This means that men are in the majority in some meetings in spite of there being more female members on the list.

**Annual Survey**

In ‘13/’14 a survey was conducted in the waiting room and by post and email to members of our PPG, to find out what our patients feel are the priority issues for the practice.

Approximately 30 patients answered this year’s annual survey asking:

**What are the three most important things for the practice to provide?**

**What should we change to improve the service you receive?**

The results were analysed, and a broad consensus emerged. Overall, patients felt that

the most important factors for a good service were:

1. Communication: frontline staff prompt, clear & courteous, clinical

staff listening, respectful to & eye contact with patients (not looking at the computer)

2. Patients are helped to understand their conditions and their

medicines

3. Up to date management protocols and training ensure all staff give

consistent and professional advice

Necessary improvement:

1. Increased access to appointments
2. Longer opening hours
3. Access to the GP of choice

**Action Plan:**

* Patients will continue to be encouraged to sign up for internet access
  + Steady trickle of families signing on and using internet access
* The practice will remain open on Wednesday afternoons to 6.30pm, and an extra surgery will be provided
* A new GP partner will be appointed
  + Long term locum refused a partnership
  + Interviews held Dec ’13 and failed to appoint
  + Seeking an interim regular locum with a view to further advertising
* Staff training programme to be organised
  + Participating in CCG training initiatives