



Patient Participation Report

January 2014

The present PPG (Patient Participation Group) and Board members of the PRG (Patient Reference Group) are a broad spectrum of age & gender, but we would still like to encourage patients who are under the age of 30 years, patients who are from all ethnic backgrounds and parents of young children. We feel that representatives of these groups would be an excellent addition to the PPG and PRG to represent all our patients but generally we have a good selection of patient representation.

Thank you to the PPG & PRG for being so keen to help the surgery in its quest to improve our Patient Services during such difficult times of change within the NHS. As most are you are aware Hamd Medical Practice was only established since 01.10.2012, so we are young practice and our practice motto is to:

'Learn from experience and achieve excellent service and patient care'

The Practice has been promoting the Patient Participation Group for the last 8 months, via the Surgery website www.hamdmedicalpractice.com and posters around the practice. Patients have also been encouraged to complete a survey when attending the surgery.

Survey will be completed in February 2014, the results of which will be advertised on the website and at the surgery as soon as they are available. The questionnaires were discussed with the members of the PPG & PRG who agreed that the questions covered all areas of priority which will benefit both the practice and the patients.

We are anticipating the results to be critical of our appointment system, telephone lines. Which was raised by the PRG on previous meetings this has been addressed by completely updating our telephone system and extending the advance booked appointments with the GP's as well as the practice nurse. We have also added telephone triage to both GP's and the practice nurse which will improve access.

We will be reviewing the access for telephone and appointments and will advertise the results via the website after discussion at the **next PPG Meeting in May 2014** together with the results of the survey.



We are currently promoting health care to our patients whilst they are waiting for their appointment call via TV displays in the waiting area.

The opening hours and extended hours and communication methods for the practice are accessible to patients via:

- www.hamdmedicalpractice.com
- NHS choices
- Practice Leaflet
- Practice Flyer
- Appointment cards
- Practice Charter
- Advertisement Board on Clodeshall Road
- Facebook

The PPG and PRG will be increasing their involvement with the Practice over the next few months and the actions agreed for this coming year are:

- PPG Notice Board – to be requested via the centre co-ordinator
- To vote in new PPG chair person
- To commence Patient Newsletter with assistance from the PPG Board
- Continue to attend Local and National PPG Meetings.
- Add new PPG information on the TV screens on a regular basis.

We are continually looking to recruit new PPG members, if there are patients out there who can spare some time in being involved in the PPG.

Please contact the Practice Manager Ms Shabana Ahmed on 0121 270 5540/ hamd.medicalpractice@nhs.net or join via our website or fill in a PPG member form at the reception desk.

PPG Chairperson TBC
Practice Manager Shabana Ahmed

Name of Group: Hamd Medical Practice PPG