**WESTGATE SURGERY PATIENT PARTICIPATION GROUP (PPG)**

**– REPORT OF PROGRESS TO DATE AS AT 09.03.15**

**Back Ground**

The Group was formed 2011 we have continued to have meetings roughly 5 a year taken place at Westgate Surgery. We are still trying out new ideas and suggestions to increase attendance. We have 4 patients who participate. At most we get 3-4 at each meeting.

Kim Rolt Practice Manager attends the meetings.

We have tried to recruit patients to the Patient Participation group meeting through notices and advertising on our patient screen. We are trying to encourage other ethnicity’s to join the group but with no success.

AIMS OF THE PATIENT PARTICIPATION GROUP

The aim of the group is to get the Patients involved in discussions and decision making. To provide an insight on how the quality of care in the practice runs.

Keeping patients updated with changes taking place in the NHS.

Discuss ways of taking costs out of secondary care into primary care in line with NHS Peterborough.

WHAT ACTION HAS THE GROUP TAKEN IN THE LAST 12 MONTHS

The group has continued to communicate with each other and bring discussions to the meetings.

All members of the group have sat with patients in the waiting room and explained the consent and dissent forms and encouraged other patients to join the patient participation and help with the patient survey questionnaire, friends and family test.

The Patient Participation group have discussed ways of changing the appointment system.

Other suggestions have been mentioned about the telephone system. This has always been an issue. Patients who are unable to make an appointment and it is urgent the Doctor will contact the patient the same day.

More on line appointments have been put on line.

We often update our Patient screen in the waiting room with advice and ideas.

We have a very experience one Nurse Practitioners who helps take the pressure of demand for the Doctors.

Our patient population has increased by 13% in the last 18 months.

We have two prescription clerks, and issues they will be around to help.

Electronic prescribing went live 2014.

Involvement with the Patient survey and its results have been put on the website