**Denton Park Medical Group**

Patient Participation group

Report 2017

Meeting held 17th May 2017

Present: Dr Owens – Partner

Sister Christine Mernin – Nurse Practitioner

Diane Wallace – Practice Manager

Lisa Nattrass – Reception manager

PPG members x8

Denton Park Medical Group has a long standing PPG since 2006 and 5 years ago introduced a virtual group and keep a register of membership.

We have actively encouraged further members to join the group by way of posters and leaflets in our waiting area, Practice website, Facebook page, messages on the side of prescriptions, inserts in mailshots we have sent out from the practice for various health promotion campaigns and also verbal invitation to ensure that the group is representative of its registered patients.

At present we have approximately 20 members all registered patients of the practice who are made up of : male and female with an age range of 39 – 82 years of age and who are either employed, un-employed, retired, stay at home to look after family and unable to work due to ill health also including patients with special requirements or disabilities, patients who care for others including patients with learning disabilities. We have a high population of patients with chronic diseases and some of our group members represent these groups. We are keen to improve the uptake and we are constantly looking in to other ways of recruiting more volunteers to try and balance the profile of the practice by encouraging the very small coterie of ethnic minority patients to attend the group.

We contacted our PPG in May 2017 to invite them to our face to face meeting or to contribute via email, in order to give us feedback on the service that we as a practice provide for our patients and to look at areas they felt we should prioritise as areas for improvement.

The practice was closed for training and development on the afternoon of 27th April 2017 and the team used this time to look at our appointments system and access issues, a particular area which has raised many verbal concerns from patients to both clinicians and admin staff in the recent months. The team had a brainstorming session in which we looked at what the concerns were and the possible changes that could be made to improve our service to our patients with the limited resources we have.

As a result of this time in session the team suggested some radical changes to the appointment system and a plan was discussed and it was agreed that we should seek the approval of our PPG before implementation.

**The PPG met on 17th May 2017 and we also had input from a member of our virtual group. The plan was discussed and agreed to implement the changes to our appointments system. The system is now in place and will be discussed with our group in six months.**

**The group feel the appointment system should explained and info displayed on our notice boards in the waiting area, our notice boards gather many compliments from our patients.**

**DNAs (do not attend) were high on the agenda for our group they feel this information should be regularly updated on our facebook page and our newsletter that is able to be down loaded via our website or copies available at reception .**

The group are keen on the face book page for the practice and feel social media is a good tool to get our messages across and reach our population. We often send out health promotion campaigns and information of our services via our facebook page.

**Many of facebook posts reach over 1500 hits and have had over 33 shares.**

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The PPG will meet in the new year and review actions and look at ways to futher improve the service.

Diane Wallace

Practice manager