

Patient Participation Group Annual Report

The Wye Surgery Patient participation group held its first formal meeting in March 2011, this meeting was attended by nine patients, eight of these are still in the group and have been joined by approximately four others.

During the last year the group have meet on eight occasions and twice for sub-group (patient questionnaire) meetings. We also held our Stakeholder meeting in the Village Church on October 31st. The group is made up of approximately fifteen members, four men and eleven women, all of whom are registered patients. The group is chaired by one of the men and vice chaired by one of the ladies, minute's secretary and administrative support are provided by the Surgery. The group have tried without much success to encourage members from other groups of the community, we have also put a request on the Surgery website and have got our PPG leaflets in the village welcome packs to try and encourage new members.

As stated above we held a sub-group meeting in August to determine the priorities and format of the patient questionnaire, this was then carried out in October 2011 being given to 250 patients who came into the surgery during the month. Following the Patient Questionnaire the findings were discussed with both the sub group and the full Patient Participation Group during November, the action plan had been drawn up and the points discussed, the main action points revolved around communication of opening hours and being able to order prescriptions on-line, both of these issues have been addressed by the surgery, there were no changes in the Action plan that cannot be addressed by the Surgery in time.

Throughout the year the Patient Participation Group has been running the Surgery opening hours have been:

Monday – Thursday 8.30am -7.00pm

Friday 8.30am – 5.00pm

During these hours patients can access appointment bookings through the normal telephone number until 5.30pm or in person at the surgery until either 7pm or 5pm on Fridays. The extended hour's sessions that operate from Monday until Thursday have appointments available for both one General Practitioner and one Practice nurse; there is also a receptionist and dispenser on duty.