

WYE SURGERY PATIENT PARTICIPATION GROUP

Annual Report 2013

The Wye Surgery Patient Participation Group held its first formal meeting in March 2011. Our first AGM was in May 2012.

During the past two years we have had about eight or nine meetings each a year. We have also had our sub-group meeting two or three times each year.

The Group has tried to encourage members from other groups of the community to join our committee. We have had a request on the Surgery Web site, in parish magazines and on notice boards. We have now got a representative of the younger age group.

Our sub-group each year has helped to determine and prioritise the format of the patient's questionnaire. Our committee discussed the findings and action was taken. Our sub-group has helped in making posters to advertise our PPG meetings and articles for the Parish magazines.

The surgery opening hours have been changed. Monday to Thursday the surgery is now open 8.30am to 7.00pm and Fridays 8.30am to 5.00pm. The ordering of repeat prescriptions on line at www.wyesurgery.co.uk and click on prescriptions. The opening of the outside doors early to allow patients to shelter inside away from bad weather. The telephone number, and on-going discussions with the telephone company. We now have, for patient to use, 01233 220699 and charged at the local rate only.

The committee reported that patients moving from the waiting room to the doctor's room passed close to the children's play area. The waiting room has been re-arranged to put this right.

The committee has adopted a constitution.

Super Surgery had a few minor problems at the start, following much discussion it has greatly improved the service to the patients. The patients can have a choice of male or female doctors. Please see the poll on the surgery web site.

Alan E Billington

Chairman

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