

PATIENT PARTICIPATION GROUP (PPG) – 2012/2013 PROGRESS REPORT

Introduction

Trescobeas Surgery has now got an established Patient Participation Group (PPG). This group feeds back to the Partners areas for improvement from which relative priorities could be established. Initially to encourage participation it was decided that a virtual PPG would be established, with method of communication through e-mails and/or letters.

However now that it is more established, the group decided to meet on a 6 monthly basis whilst exchanging e-mails and/or calls in between.

In the past year the group has met twice with the minutes attached at the Annex.

These minutes have been particularly useful and have enabled the Practice to gather feedback and good ideas from a wide range of patients.

The focus of the PPG this year has been to take forward a number of projects that were identified in the 2012 Surgery survey, 2012 PPG report or this year's 2 meetings

Trescobeas PPG

The PPG currently has 19 members.

These divide into:

Sex

Male: 8

Female: 11

Age Group:

Under 16	1
17 – 24	2
25 – 34	1
35 – 44	1
45 – 54	3
55 – 64	4
65 – 74	4
75 – 84	2
Over 84	1

Nationality:

British Group	18
Other	1

Surgery use:

Rarely	5
Occasionally:	8
Regularly	6

The PPG has 3 registered Disabled, and 1 registered Learning Difficulties patients.

2011/12 FINDINGS

The PPG had previously highlighted:

The main areas of concern are:

Car Parking

Mylor Surgery – Look at access to Nurses

Opening Hours – Look at options for extended hours

The following suggestions for improvement are:

Additional Services

Waiting Room

Patient involvement – News letters / Friends of Trescobeas

In addition to these the role of the Community Matron and District Nurses has been raised.

PROGRESS IN THESE AREAS

Car Parking

A lot of work had already been done in trying to make better use of the existing space. This included better billet marking and getting staff to park off site. During May 2012 analysis was done on the extent of the parking problem. From this it was apparent that there was sufficient parking on over 90% of the time. Problems only arose at some peak times.

During the flu campaign the problem was largely eradicated; additional parking was created by freeing up previously reserved spaces and some basic traffic control measures were put in place.

Mylor Surgery – Look at access to Nurses

As requested by the PPG and village Parish council, we have now established a variety of Nurses clinics at our Mylor branch surgery. These include Phlebotomy, Diabetes and Coronary Heart Disease. The PPG have told us this has been extremely well received.

Opening Hours – Look at options for extended hours

In view of potential changes to the Extended Hours requirement, no further action has been taken on this.

Additional Services

The PPG have told us that improving Patient care is the highest priority. As a result during the past year we have introduced the following:

Asthma clinics with a specialist Respiratory Nurse

Nurse clinics at Mylor

A hospital Discharge Nurse – To address shortfall in Community services

A TEXT Message appointment reminder service

Waiting Room

We have completed an initial re-vamp. We will be having another major re-vamp during the week commencing 18th March under the guidance of a work experience student who has conducted an initial survey and come up with some positive ideas.

Patient involvement – News letters / Friends of Trescobeas

Two **News letters** have been drafted. These have been posted on the website, given to all new patients and displayed prominently in the waiting room.

Friends of Trescobeas Surgery. The PPG chair has kindly volunteered to take on establishing a Friends of Trescobeas group. So far we have had 18 people who have expressed an interest in joining the group.

Community Matron

The PPG were concerned at the dilution of community services. The surgery agrees with these concerns and as the issue is beyond our remit to address has taken them to Locality, Carrick Clinical Commissioning Group and Kernow Clinical Commissioning Group meetings. Currently a review of County wide community services has been commissioned.

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