

## Blackwell Patient Participation Group Report 2013 to 2014

Our group is a well-established group although this year we've had a new secretary appointed who now takes all the meeting minutes. As ever we continue to try and recruit new members to our team.

Even with these measures we have a group of 7 with an age range from 64yrs – 82yrs.

We have managed to create a promotional health dvd which has been updated during the year to keep it current and this is shown on the television in the waiting room. We have also reinstated the practice newsletter for the PPG.

There has been no progress on the posters promoting healthy information which we will need to try and get rolling with help from the PPG

The questionnaire this year was a CCG wide questionnaire again assessing things like appointment availability, staff, facilities etc.

The questionnaire was given to all patients attending the surgery for an appointment over a period of two weeks in December 2013.

Results of the questionnaire are found on the website. The results have been discussed amongst the group and set of action points we compiled as follows:-

### Action Plan

1. A poster in reception to inform members of the public that other people in the waiting room may be able to hear what they are discussing.
2. Provide training for staff on how to increase confidentiality in reception.
3. To assess costs for opening on a Wednesday afternoon to see if a viable proposal.

### Opening hours

Monday 0800 to 1830  
Tuesday 0800 to 1830  
Wednesday 0800 to 1200  
Thursday 0800 to 1830  
Friday 0800 to 1830

At all other times please call 111 in cases of needing medical assistance or 999 in medical emergencies