

Tarporley Health Centre - Drs Adey & Dancy
and its Patient Participation Group (PPG)

Introduction

Why are we here?

Thank you for attending

You all ought to know why you have and use a GP Practice – and we'll be enlarging on this

But

What is a Patient Participation Group doing in respect of the GPs?

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PPG's Purpose is to Assist the Practice, the Local Community, and the NHS in every possible Way

To guide patients to help themselves and their GP consultations

To help the busy Reception staff, by getting the patient to be brief, and to learn to use the 'Patient Access' online system wherever possible.

To try and minimise the daily pressures on the GP Practice as a whole

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Anything else at this point?

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The Work of the Patient Participation Group

Analysis of Friends and Family Test Returns

- Patients complete questionnaires in Waiting Rooms.
- Subsequently
 - Forms collated by Practice Admin Team
 - Anonymous Data analysed by PPG
 - Results discussed by PPG and Practice
 - Actions for improvement tabled by PPG
 - Practice responds
- Analysis Results, Proposed Actions and Practice Response reported to Patient Body via Practice Website and Newsletter (latest report Jan 2019)

Working with External Bodies

- Attendance at Clinical Commissioning Group (CCG) Meetings
 - Input from NHS Management on Future Plans
 - Opportunity to Influence Future NHS Priorities
 - Our Practice compares very favourably with others in Cheshire
- Working with other PPG's (Tarporley – Campbell; Rural Alliance)
 - Development of Tarporley PPG Website (*in anticipation of new premises*)
 - Tarporley Carnival Stall
- Input to Care Hub website
- Participation in the Care Quality Commission Audit of the Practice as the Voice of the Patient Body

Monitoring of Practice Performance

- Family & Friends Test Analysis (as mentioned previously)
 - Current focus - whether 15 minute appointments are reducing time in Waiting Room whilst not increasing waiting time for an appointment.
- Analysis of returns from National Patient Satisfaction Survey
 - Comparison with other Practices (local and National) very favourable
- Issues raised by PPG members on behalf of Patients
 - Discussed with Practice (non-medical issues only)

Reporting back to Patients

- On Practice Website
 - PPG Meeting Minutes
 - Analysis of Friends & Family Analysis
- Practice Newsletter
 - Practice Response to PPG Concerns
- And by guiding and talking to them whenever possible