

ACORN PRACTICE PATIENT PARTICIPATION GROUP

ANNUAL REPORT TO 31ST MARCH 2012

During the NHS financial year to 31st March 2012 Acorn Practice established a Patient Participation Group jointly with Walnut Tree Practice and known as May Lane Surgery PPG and carried out its first May Lane Surgery PPG Survey of patients views.

Both practices share the same surgery premises at May Lane and would have some common issues, although it is also appreciated that patients views and priorities may differ between each practice, and so a separate patient survey was undertaken for each practice to ensure the survey reflected differing patients views on the service provided by each practice.

Structure of the PPG

The aim was to develop a proper structure that both reflected and gained the views of its registered patients and enabled the practice to obtain feedback from a representative cross-section of the practice as far as possible. The following was taken into consideration:-

- Profile of people by age, sex and ethnicity.
- Practice attempt to make PPG as representative as possible.
- Consideration for a face-to-face group and/or a virtual group

We decided that as the initial patient numbers establishing the group were small that we would also encourage patients to join a 'virtual' group by requesting their email addresses so they can be included in future surveys, thus expanding the representation of patients contributing their views.

Agree Areas of Priority with PPG

All potential PPG members who had expressed an interest to join the group were invited to an initial meeting on Wednesday 25th January 2012 where the objectives of the group were outlined and volunteers to join the group confirmed. A discussion was held on what should/should not be included within the first survey and the PPG was provided with questions that had been used in historical prior surveys as a starting discussion point.

Following discussion and amendments a final set of questions and a format for the survey was agreed by PPG members. A further meeting was held of the PPG on Thursday 2nd February 2012 where the revised questionnaire was presented and further minor amendments made to produce a final format agreed by the PPG.