Wideopen Medical Centre

Patient Participation Group - Virtual Meeting

Thursday 30 January 2014

PPG Members: Louise Liddle, Derek Weddell, Sharon Fox, Sam Woodhouse, Mary Mein, Wendy Landreth, Louise Gilbert, Rosalind Snowdon, Kath English, Maria Davison, Derek Kay, Mollie Gilbert and Suzanne Tagger.

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|  |  | **Action** |
|  | **Patient Survey**  The results of the Patient Survey were posted to members of the PPG in December 2013 in preparation for January’s meeting.  The survey was carried out 1 July – 31 August 2013 and 281 patients returned the survey by way of completing it in hard copy at the surgery or by returning it electronically. As agreed by our PPG the topic was regarding ‘communication’.  Overall the PPG considered the results to be very positive and reflected the forward thinking approach shared with the practice Information Team and the patients’.  There was a definite interest to move towards email with 50.2% of patients expressing an interest in receiving non-urgent correspondence this way. 91.8% of patients also said they would be happy to receive practice newsletters by email.  SMS reminder service received good feedback and since the survey the practice has 230 new sms users, taking our total number of patients using sms to 1,251 (17.7%).  The Prescription Line received mixed reviews. Whilst most comments were positive, we hope the ‘one-off’ problems have not discouraged the use of this service.  In conclusion the PPG members were pleased with the patient survey results which reflected the ongoing emphasis on maintaining good communication whilst encouraging innovative and diverse ways to extend our approach to communication. | Sharon Fox will prepare the practice annual PPG report due to be published by 31 March 2014.  Report to be approved by PPG members no later than Thursday 27 March 2014. |
|  | **Patient Notice Board**  The practice manager had received a request by a patient to display non-nhs endorsed poster about Dyslexia. The practice usually only supports NHS endorsed posters / campaigns but recognised that some campaigns not endorsed by the NHS also require some advertising support. The practice manager suggested that the PPG should decide whether a non-nhs notice board would be of benefit, and, also nominate a PPG member to maintain the board ensuring posters etc are kept up-to-date.  All the PPG members thought this was a good idea and Rosalind and Maria both agreed to help keep the boards up-to-date. | Rosalind and Maria will organise a dedicated area for a notice board and keep it updated. |