

Annex D: Standard Reporting Template

London Region [North Central & East/North West/South London] Area Team
2018/19 Patient Participation Enhanced Service – Reporting Template

Practice Name: Porters Avenue G.P. Practice

Practice Code: Y02575

Signed on behalf of practice: Mr Babar Baig Date: 6/2/2019

Signed on behalf of PPG: A copy signed by a member of the PPG is held at the practice Date: 6/2/2019

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG?

Yes

Method of engagement with PPG: Face to face, Email, Posters at reception area (please specify):

Porters Avenue Doctor Surgery are holding a Patient Participation Group (PPG) to make patient services better. We have PPG meetings every 3-4 months and have been doing so since 2010. The purpose of these meetings are to communicate and receive feedback from our patients about the practice that they would like us to change, which we take into consideration and improve on. On our registration forms, we have a section to ask patients if they would like to attend our PPG meetings to ensure we gather as many patients as we can for PPG meetings.

To establish the PPG and to encourage participation from our patients, the following methods are used:

- ❖ The surgery makes sure to advertise the PPG through posters which are displayed one month in advance of the meeting in the waiting room and in the reception area to ensure a variety of patients can attend. **(Please see Appendix- 3)**
- ❖ We have displayed posters to encourage patients to participate our PPG meetings. **(Appendix- 3)**
- ❖ The reception team has taken on the responsibility to ensure patients are made aware of PPG meetings. The team also encourages patients to complete patient satisfaction surveys **(Appendix-1)** including the friends and family survey so that the practice can carefully analyse feedback on improvements to the practice.
- ❖ We can now send out text messages to patients which informs them the date and time of our next PPG meeting.
- ❖ We have created cards that the patients can collect from the reception area which informs them about our next PPG meeting.
- ❖ We will display PPG message on JEX board for patient awareness.
- ❖ The Annual survey also invites the patient to express their interest in attending the PPG meeting and if they agree, we contact them in advance of the PPG meeting.
- ❖ The patients who regularly attend the PPG meeting agree the date and time of the next PPG meeting with the Porters Avenue G.P Practice.

Number of members of PPG:

Every year approximately 3/4 patients attend each of the Porters Avenue GP surgery Patient Participation Group (PPG) meetings. Our highest attendance has been 8 which shows that more patients are becoming more aware of the meetings.

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	50%	50%
PRG	70%	30%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	31%	9%	18%	20%	12%	6%	2%	2%
PRG	0	0	0	10%	40%	30%	20%	0

Detail the ethnic background of your practice population and PRG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	17%	1%	1%	26%	1%	1%	1%	1%
PRG	90%	0%	0%	0	0	0	0	0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	2%	3%	3%	1%	2%	12%	3%	2%	1%	1%
PRG	0%	1%	1%	0	0	0	0	0	0	0

Describe steps taken to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:

The above charts detail the patient demographic of the practice including gender mix, age and ethnic background of the practice population and also of the PPG group. As of the time of writing, the Porters avenue GP surgery has 8942 registered patients, of which 50% are male and 50% are female.

The practice has a predominantly 17% of patients describing themselves as White/British. The second major ethnic group of the patient population is African which equates to 12%. There are however, significant minorities of patients describing themselves as Irish, White and Black Caribbean,

Other black, Arab, and Any other background. The details of the ethnic breakdown of our patient population is qualified by the fact that an outsized number of our patients have declined to state their ethnicity.

The majority of the patients at the Porters Avenue surgery are under 45 years of age. The second highest cohort of patients are between 35 and 44. The practice has encouraged all patients to participate in PPG through regular communication via posters / text message advertised in the surgery and flyers advertising the PPG. **(Appendix -3, 4).**

The Porters Avenue Surgery is situated just five minutes from Becontree station. This surgery has a high level of demand for its services. A proportion of the patient population of the surgery suffer from chronic conditions such as asthma, diabetes and COPD.

The Porters Avenue surgery is a training Practice and has a skilled team of GPs, nurses, pharmacist and registrar who are supported by our management and reception team. The team are committed to providing our patients with a convenient, high quality service. The main aim of the Porters Avenue surgery Practice is to ensure that patients find the care we provide to be caring, helpful and convenient. Since 2009 our team of clinicians are committed to provide a service that is for every ethnic group. We provide clinical care from 8.00am to 8.00pm, Monday to Friday, and Saturday 9.00am until 12.00 noon. This will extend on Saturday's 9.00am – 1pm effective from April 2019.

Porters Avenue Surgery opening times:

The We are open on the following days at the following hours:

Monday- 8:00am - 8:00pm

Tuesday - 8:00am - 8:00pm

Wednesday - 8:00am - 8:00pm

Thursday - 8:00am - 8:00pm

Friday - 8:00am - 8:00pm

Saturday - 9:00am - 12:00noon (From 2019 April Saturday timings will be 9.00-13.00)

We are very keen to work with you - our patients - to develop the doctor's surgery in a way that suits the needs of our patient population. Therefore, the Porters Avenue practice has a well-established Patient Participation Group for registered patients so that we are able to effectively communicate with our patients and listen to our patient's views to improve the service that we deliver. As a practice, we want to ensure that we address the needs of our patients in order to make the service as flexible as possible for everyone.

The Patient Participation Group (PPG) has a higher attendance of patient's between 45 and 65 year of age, we don't have representation from the younger age groups of 17- 24 to the extent we would like to see and actively encourage younger patients to have a voice in the services that their surgery provides. To keep patients aware and encourage further involvement with the PPG, we display posters and flyers once a month in advance and also invite by text message of the PPG meetings at the practice reception area in order to make all patients aware of the meeting.

There has been a slight decrease representation from male patients but the female patient representation has increased. We have taken suggestions from patients on how we can help increase the attendance of in our PPG meetings and also informed patients to bring friends and families who are also registered at our practice.

This year The PPG meetings have not been as successful as we would want in attracting patients of minority ethnic groups to consistently attend the PPG. This means that the PPG does not accurately reflect the ethnic population of the overall patient demographic of the surgery, despite our best efforts to ensure that the PPG is reflective of our patient population.

There is an on-going effort to increase the number of patients from all demographics and overall members of the PPG by more advertising of the group on our website, and putting up posters in the surgery. Our reception team also engage with patients who they feel would be interested in the joining the PPG group meetings. Should any patient wish to know more information about the PPG they are encouraged to ask reception for further details.

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG?
e.g. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community?

Yes

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

We provide a PPG to our Nursing Home patients

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

At our surgery, we endeavour to deliver high quality care, to strive to respond to feedback whether negative or positive input from our patients from patient surveys. The surgery also reviews all complaints in an environment where all clinical and administrative team members are encouraged to develop their skills and expertise. This approach ensures that the care we offer to individual patient, as well as the population we serve, is delivered and established in a way that continuously improves our service.

The Porters Avenue team would like to thank our Patient Participation Group for their input and help with the recent patient survey. The Porters Avenue team would also like to thank all of our patients who took time to provide us with invaluable feedback about the services we provide.

Patient Survey:

The surgery has noted that in previous years, that the most effective way to ensure the highest number of completed surveys possible is to distribute survey forms in the waiting room area by asking patients to complete it. We have also left it on the reception for our patients to fill it in at their wish.

The survey asked sixteen questions and a copy of the survey is attached at (**Appendix- 1**). The survey was adopted by the patient participation group.

Analysis of Patients Survey Results:

The Porters Avenue surgery received 200 responses to the survey :

A summary of the feedback received from our patients is as follows –

Question 1: When did you last see doctor at the GP surgery?

In this question, 73 people stated that they saw their GP within the last 3 months. 84 patients recorded that they had seen their GP between 3 to 6 months and 40 patients responded that they had not seen a GP within 6 months.

Question 2: If you have not seen a GP in the past 6 months, why is that?

The majority of patients - 87 patients stated that they have not needed to see their GP in the last past 6 months. A further 9 patients stated they have not seen the GP as they were not able to get a convenient appointment time. 17 patients stated that they could not book an appointment easily. And 79 patients ticked another reason but did not provide further detail. Therefore, we have focused on this feedback and made it a priority area to review our appointments to provide an excellent service to our patients.

- We have variety of appointments like walk- in, same day appointment, urgent appointments for patients.
- We have made sure to also advertise about the E-consultations which can save patients from coming into the surgery.

Question 3: How do you normally book your appointments?

A total of 134 patients confirmed they book their appointments by telephone. A further 66 patients stated that they book their appointments in person at the surgery. This feedback from our patients clearly demonstrates that our surgery phone lines and reception area is very busy. Our reception team tries their best to inform patients about booking online. We currently have 2014 patients who are using our online booking system or going on our website to use our E-consultations.

At our practice we are continuously looking to improve the quality of our services that are provided by our administrative teams to our patients and ensure high quality patient care is at the heart of everything that we do. **Appendix 8.**

Question 4: Once you arrive for your appointment, how long after your appointment time do you have to wait?

This question focuses on how long patients had to wait before seeing a doctor for an appointment. 23 respondents provided feedback that they waited between 5 minutes-15 minutes once they arrived for their appointment. A further 26 patients waited between 16 - 30 minutes and 59 patients provided feedback that they are normally seen on time and 84 patients mentioned that they waited less than 5 minutes.

At Porters Avenue surgery we always try our best to see patients on. We will ensure that we continue to work on this issue to ensure patients do not have long waits when they have attended the surgery. Due to emergency and unavoidable circumstances our clinic may run late but we do inform patients should this occur and we will ensure patients will get updated during any delays to service.

Question 5: In the past 6 months how easy have you found the following:

- a) Getting through on the phone: From the results of the survey, 35 patients answering this question stated it is not very easy to contact the surgery via by telephone. Another 85 patients rated contacting the surgery by telephone as very easy and a further 100 patients confirmed that it was fairly easy to contact the surgery by telephone and 9 people stated that it's not easy at all. At our practice we are continuously striving to improve the quality of the services provided to our patients. Attending to the telephone calls is a priority and all our admin team try their best to attend to calls in a timely manner.

- b) Speaking to a doctor on the phone: On a daily basis, the surgery offers pre-bookable telephone appointments for patients who do not need to attend the surgery for a face to face appointment, but would just like to have a telephone conversation with one of our GPs to discuss medication, results or other matters. These telephone consultations are very useful for patients who like to ensure continuity of care with specific GPs as well.

Even though this is the case, feedback provided by patients in the survey detailed that 64 patients stated they haven't tried this service yet. 50 patients who responded that it was very easy to access this service, 40 patients responded that it was fairly easy. A further 25 patients responded that it was not very easy and 10 patients responded that it was not at all easy to have a telephone consultation with a GP. The surgery will review this feedback and will continue to work to improve this access area for our patients.

c) Obtaining test results by telephone: From the feedback that we have received from our patients, 41 respondents recorded on the patient survey that it is very easy to obtain test results by telephone and a further 25 patients provided feedback that it was fairly easy. We received feedback from 18 patients that it was not very easy to obtain results by telephone and a further 22 patients responded that it was not at all easy to obtain test results by telephone and 72 patients stated they haven't tried this service yet.

Question 6: Are you able to book an appointment with the doctor of your choice?

33 patients responded that they could not see a doctor of their choice, 98 patients said sometimes they could see a doctor of their choice therefore a majority of 69 patients stated that they were able to see a doctor of their choice. We have a total of 3 permanent Doctors. "2 males and 1 female. We will continue to review this feedback and keep PPG members & Patients informed.

Question 7: in the past 6 months have you tried to see a GP fairly quickly?

From the patient responses that we received, 107 patients responded that they have tried to see a GP fairly quickly and 32 patients answered No to this question. A further 25 patients responded that they were unable to remember. Our practice provides a walk-in service on a first come first serve basis and patients arriving at the surgery before 10:30am will be seen on the same day if this is clinically appropriate.

Question 8: Think about the last time you tried to see a GP fairly quickly. Were you able to see a GP on the same day or in the next two weekdays that the surgery was open?

159 patients who responded to this question in the survey confirmed that they were able to see a GP fairly quickly. A further 20 patients answered No to this question and a further 21 patients recorded that they could not remember.

Question 9: if you weren't able to be seen during the next two weekdays that the GP Surgery was open, why is that?

40 patients responded that the appointment times offered, did not suit them and a further 40 patients commented that the appointment was not with the Doctor of their choice. 45 patients said there were no appointment available. The Porters Avenue surgery will continue to review our booking system. We offer a variety of appointments and inform our patients of the E-consultation so they can make it easier for themselves to be treated.

Question 10: when you saw the clinician how good were they at each of the following?

- a. Giving you enough time: 60 patients stated in their responses rated this area as very good. A further 89 patients rated this area as fairly good and 30 patients rated this area as not very good and 6 commented not at all good.
- b. Asking about your symptoms: The majority of patients 82, who answered this question, rated the service as very good. A further 85 patients rated the service as fairly good. 8 patients mentioned not very good.
- c. Listening to you: 75 patients rated the service as very good and 81 patients rated the service as fairly good and 12 patients stated not very good.
- d. Explaining test results: 86 patients rated the service as very good, a further 72 patients rated the service as fairly good and 3 patients rated the service as not very good, with 9 stating it was not at all good.
- e. Involving you in decisions about your care: It is encouraging to see that 92 patients completing the survey recorded that they were involved in decisions about their care. 65 patients rated the service as fairly good, 31 stated not very good.
- f. Treating you with care and concern: 101 patients completing the patient survey were positive about the treatment or advice that they received. It is encouraging to see those positive responses from patients. A further 75 patients rated this area as fairly good. 15 of our patients rated this area as not very good.

g. Taking your problems seriously: In this area of the patient survey, 100 patients rated the service as very good and a further 69 patients rated the service as fairly good. 8 patients provided negative feedback in this area. As a practice, we ensure that our clinical and administrative teams ensure that we treat all of our patients with both care and concern and ensure that we provide a high quality service to them.

Question 11: How easy do you find getting into the building at the surgery?

Feedback from the survey was very positive in this area. 125 patients who responded rated the building as very easy to find. A further 50 patients stated that building was fairly easy to find. The surgery received negative comments in this area from 3 patients.

The practice is situated just five minutes from Becontree station. On our website we have provided a location map for patients to be able to locate the surgery. To ensure that all of our patient cohort are able to locate the surgery, we have ensured that patients can select languages to ensure that there are clear directions.

The website reference is : <http://www.portersavenuedoctors-dagenham.nhs.uk/>

Question 12: How clean is the GP Surgery?

Patients provided positive feedback on the surveys that were returned to the surgery regarding cleanliness of the surgery. 98 patients rated the cleanliness of the surgery as very clean. A further 67 patients rated the cleanliness of the surgery as fairly clean. The overall response in this area was very positive about the physical environment of the surgery. If there is any issue with the cleanliness of the surgery we make sure to inform the building manager.

Question 13: In the Reception area, can other patients overhear what you say to the Receptionist?

In this area of the patient survey we will need to review the feedback received with the building management team. 11 patients stated that they do not mind if other people can overhear them, a further 35 patients stated they are not happy about this.

The practice management team has focussed on this issue to improve this area of concern as a cohort of patients has provided negative feedback re this issue.

We set a divider from the patient at the desk from the queue allowing reasonable distance-so that we can take into considering patient confidently is protected. If patients would like to discuss something personal the Porters Avenue team also ensure that there is always a room for our team to hold any sensitive conversations with our patients.

Question 14: How satisfied are you with the opening hours at the surgery?

The Porters Avenue GP surgery is open from 8.00am to 8.00pm, Monday to Friday, and Saturday 9.00am until 12.00 noon. (Extending to 1pm from April 2019).

From the patient survey, we received A large majority of patients 115 provided feedback that they were very happy with the surgery's current opening times.

We have since carried out further access surveys and patients have again responded that they would like extended hours access to continue (These responses have been fed back to the CCG). We would also like to inform patients that as of April 2019 Saturday opening will be extended from 9-1pm

Question 15: How helpful do you find the receptionists at the practice?

Encouragingly the huge majority of patients have a positive view of the Administration and Reception team. From the feedback that we received on this question, 136 of our patients stated that they are very helpful. A further 50 patients stated that they are fairly helpful. The team works hard to meet the needs of the patients

Question 16: In general, how satisfied are you with the care you get at the Practice?

The surgery has received very positive feedback in this area. 145 patients stated that they are very satisfied with our practice, a further 35 patients stated that they are fairly satisfied.

Patients Feedback:

The whole of the Porters Avenue surgery team strives to give the best standard of service. We have Administration and Clinical meetings to also help improve our standard of care.

The surveys that we have received show a general satisfaction with our surgery. There are also parts of the survey that show we still have some improvements to make. The survey does however highlight those areas where patients would like to see improvements; specifically with regards to the following areas.

- ❖ Booking appointments
- ❖ Online access

As a practice we are always striving to improve our services to our patients and we do not always get things right, despite our best efforts. So, it is important that we receive feedback from patients through surveys and through an open and honest discussion at the PPG meetings that are held.

As a result of feedback from our patients, we are looking to educate the patients on the variety of appointments that we have available. Such as the walk in clinic and using the E-Consultations facility.

The surgery acknowledges that the improvements that we make will not always meet the needs of all of our patients, so during the PPG meetings we ensure open communication to inform our patients of the reasons or constraints that are also a factor in responding to patient feedback.

The results of the patient Survey were presented and reviewed with the PPG (Patient Participation Group) at the meetings held during the last year. **(Appendix-5, 6, 7).**

How frequently were these reviewed with the PPG?

To improve our services towards our patients and to ensure that we maintain open communication with them, we hold the PPG meetings every 3-4 months. At our surgery we endeavour to deliver high quality care, to respond to service user's feedback via patient surveys, we review and investigate all complaints and ensure that we learn the appropriate lessons.

We encourage an environment where all GPs and our other clinical and administrative teams develop their skills and expertise and this is regularly reviewed by the Practice Manager and Clinical lead.

The PPG provides an effective forum for patients to openly discuss what they believe is a good service and is a vehicle for patients to communicate the standards of service that they expect from the surgery.

Through this approach we will ensure that the care we offer to individual patients as well as the overall practice population we serve is delivered and established in a way that continuously improves.

3. Action plan priority areas and implementation

Priority Area 1

Description of priority area:

E-Consultation:

E-Consultation is a platform that allows our register patients to consult with their own GP simply by completing a quick online form. It helps GPs to deliver additional means of access to registered patients by providing a round-the-clock portal where patients can enter their symptoms and receive self-help advice/service direction within 24 hours.

E-Consultation is very helpful in terms of, If the GP feels that the patient needs to be seen, they would be booked in for an appointment or if appropriate referred further to the best quality of care that suits their medical reason for seeing GP. They could also have a prescription prepared for them to save them from coming in to see a GP if suitable.

What actions were taken to address the priority?

These actions were address for priority 1 :

- ✓ We have information available on website about the E-consultation service.
- ✓ When booking patients, staff are educating patients about E-Consultations and how they can be used.
- ✓ Printed booklets given to patients after they have seen the doctors and when they come for registration.
- ✓ The LED board at our reception desk also informs patients on using the E-Consultation services.
- ✓ Reception team have been trained to assist patients in using the eConsult service

Results of action and impact on patients and carers:

The results in the action that we have taken is that we are slowly starting to get a number of people using the E-Consultation as our staff

are educating patients to the best of their knowledge about E-Consultation which is a much easier and quicker way to be able to get an appointment , referral or prescription done. This has also saved a lot of time for both patient and doctors as patients complete the form online so they don't need to queue up at the surgery or call in for an appointment.

In order to give a better service to our patients and carers, we are encouraging as many patients as we can to use E-Consultations to assist the best use of appointments. Our goal is to carry on spreading the word to as many patients about E-Consultation to save patients from needing to come in and give those appointments to others who will find the appointments more suitable to their requirements. That said it is recognised that eConsultations do not suit all patients and face to face appointments and telephone appointments are available as required.

See Appendix 8

Priority Area 2

Description of priority area:

DNA:

DNA stands for "did not arrive". Patients are given a 10 minute slot to arrive for their appointment. Patients that miss their appointments or attend their appointment after 10 minutes from when their appointment time was finished will automatically be DNA'd and have to rebook their appointment for another day.

What actions were taken to address the priority?

These actions were address the priority below :

- ✓ We send text messages to patients to remind about their booked appointment.

- ✓ We encourage patient to update their mobile number to get text messages for their booked appointment.
- ✓ Every evening, patients are being called to ask why they did not attend their appointment, to put on to their consultation and let the patient know and keep them aware of the importance of turning up for an appointment or at least calling to cancel.
- ✓ If patients cannot attend, patients are to text back, free of charge, to cancel their appointment so that reception can take necessary action.
- ✓ Patients will not be able to rebook for the same day if they do not attend their appointment, so that other patients can get the opportunity to book appointments as well.

Result of actions and impact on patients and carers (including how publicised):

Results of action and impact on patients and carers:

The results in the action that we have taken is by calling patients every evening, asking them why they have not attended their appointment, helps to decrease the amount of DNA's we get daily as patients are made aware of the importance to attend their appointment at our practice so this leads to patients not wanting to miss any more appointments. When patients are being told that they are not able to make pre bookable appointments due to DNA's, they tend to not miss any more future appointments which is a positive point for the practice. As patients now have the ability to text back to cancel their appointments, it gives others the opportunity to get an appointment for the same day and also decreases the amount of DNA's. Patients that are not able to rebook for the same day, if we have appointments available, really is helpful to other patients as it gives them a chance to get an earlier appointment, rather than someone who had an appointment and did not arrive was then rebooked for the same day which isn't fair as others are getting a chance to have an appointment.

Priority area 3

Description of priority area:

Attracting patients to engage in the PPG:

PPG stands for Patient Participation Group. PPG meetings gives patients a chance to voice their concerns about the practice and help improve patient services. We hold meetings every 3-4 months to gather patients to give them a chance to give their feedback about our practice, that they would like us to change or certain aspects that they would like us to improve on.

What actions were taken to address the priority?

These actions were address the priority below :

- ✓ Getting more patients to join the PPG meetings so we can improve as much as we can for patient services.
- ✓ Using the JEX (electronic call board) to update patients for the next PPG meeting future date.
- ✓ Asked patients to spread the word about PPG meetings to their family, friends and neighbours to help gather as many people for the PPG meetings.
- ✓ We have made patient's list who has attended PPG meeting in the past and invited them via text messages and a phone call.
- ✓ Giving leaflets out to patients to inform them about PPG meetings and when they will be held.
- ✓ Sending text messages to patients to join our PPG meetings and bring along friends and family that would like to voice their concerns to help us improve.
- ✓ When PPG meetings will be coming up, we have posters around the GP area, encouraging patients to attend.

Result of actions and impact on patients and carers (including how publicised):

Results of action and impact on patients and carers:

The result from the action we have taken is that we usually get 2 or 3 patients attending but we have also had a meeting that had a turnout of 8-10 patients which was good as the more patients that come and give their suggestion the more it will be helpful for the practice to improve. When we do have a patient that isn't happy about getting an appointment on the same day or when it is more necessary for them, our staff inform them of the PPG meeting that is held and for them to attend to voice any concerns they may have so that we can help improve our patient services. This helps as patients are told to bring along any family or friends and the more patients we gather, the better it is for our practice to improve on the feedback that we receive.

Report signed off by PPG: YES

Date of sign off:

How has the practice engaged with the PPG:

During Each meeting the management team makes sure to keep the PPG members up to date with anything new that will be happening in the practice.

How has the practice made efforts to engage with seldom heard groups in the practice population?

The practice uses many methods to reach out to the patients on attending our PPG meetings. The reception team keeps the patients aware of our meetings and we always leave flyers and posters around the surgery the aim of increasing participation from seldom heard groups in the practice population.

Has the practice received patient and carer feedback from a variety of sources? :

Yes through patient surveys, complaints and the Friends and family survey

Was the PPG involved in the agreement of priority areas and the resulting action plan?

The practice has engaged the PPG to ensure the priorities and their resulting action plans agreed mutually.

How has the service offered to patients improved as a result of the implementation of the action plan?

All PPG attendees agreed that the practice has delivered improvement to our patients as a result of these priority area.

Do you have any other comments about the PPG or practice in relation to this area of work?

NO

- **Appendix 1 – Survey Form**



ppg survey.doc

- **Appendix 2 – Charts for questionnaires**



PPG 2018-2019 -
Feedback Graph(1) (?

- **Appendix 3 – Poster for PPG**



Poster_invite.doc

- **Appendix 4 –Flyer for PPG**



Poster_invite.doc

- **Appendix 5– PPG 1 Meeting Minutes**



PPG MEETING
MINUTES 27.09.18.docx

- **Appendix 6– PPG 2 Meeting Minutes**



PPG MEETING
MINUTES 19.11.18.docx

- **Appendix 7– PPG 3 Meeting Minutes**



PPG MEETING
MINUTES 14.1.19.docx

- **Appendix 8– E-Consultant**



econsult leaflet.docx



eConsult.pub

