

PPG DES

The PPG was developed in September 2010. This was done by advertising in the practice for volunteers. When this was not successful the practice targeted certain patients, whom they thought would be helpful in the role and wrote to them to ask for expression of interest – engaging with all age groups, ethnicities, disabilities or their representatives where applicable i.e. care home staff.

Once a list was compiled of volunteers who had expressed an interest a date for the first meeting was arranged.

At the first meeting a chairperson, vice chairperson and secretary were appointed.

Chairperson: A retired corporate engineer registered with the engineering council, A member of the Institute for Road Transport Engineers, member of the Federation International DES expert En automobiles. Worked for a major insurance company for 30 years as an engineering and forensic expert. As well as this has sat as chairperson for the school PTA and SAMS

Vice chairperson: Born and raised in Stoke-on-Trent, working in the mines and at Creda. Before becoming a first responder with West Midlands Ambulance service in 2008, attended college to study criminology, sociology and psychology. Is a member of the St John's ambulance service and a volunteer buddy within North Staffordshire voluntary services. Has been an active committee member of a local workingman's club and the local neighbourhood watch scheme.

Secretary: Worked in General Practice since 1995 after studying at Stoke-on-Trent College for the AMSAPR diploma, and having various duties from receptionist, data input clerk, to the present position. Been an active member of a local school PTA and a volunteer with a local Brownie Pack.

Following the first meeting the chairperson compiled a "mission statement" for the group.

At that meeting priorities for the group to concentrate on were discussed and agreed upon:

- patient satisfaction with the services already provided, opening times, consultations – time and quality of outcomes and environment (building)
- informing patients of changes with the services or practice

A questionnaire was devised to hand out to patients as they waited for their appointment.

Volunteers from the PPG were in attendance and helped patients with completion if they needed it.

Results were entered onto a spreadsheet and displayed on the PPG notice board for patients to see, along with changes implemented from the results. The results were discussed at the following PPG meeting and actions agreed.

| You Said : | We did: | Outcome: |
|---|---|---|
| <p>There are no signs directing people to the nearest toilets</p> <p>There are no baby changing facilities</p> <p>Hand wash is needed next to the booking in screen</p> | <p>Contacted the Estates Department who are responsible for the building, and forwarded your points</p> | <p>Toilet signs supplied and fitted</p> <p>Baby changing table fitted to the lady's patient toilet (that was deemed the most appropriate as it was the biggest room</p> <p>The practice purchased hand wash and fitted it next to the booking in screen.</p> |

In 2011 the practice moved premises to the Meir Primary Care Centre and in January the group, along with the practice manager, met to design a new patient questionnaire to incorporate patients' views regarding the new building as well as the services offered. PPG members attended the surgery on a rota basis to help patients complete the questionnaires.

105 completed surveys were sent to for analysis and are available on our website: <http://www.drilesandpartner.co.uk/> and on the PPG notice board in the reception area.

The results were discussed at the PPG meeting 23rd March.

Issues raised and action plan:

| You said | We Did | Outcome |
|---|--|--|
| Lack of privacy in the waiting room | This issue had already been raised and screens have been delivered and erected between the seated area and reception desks, with a notice for patients to wait at that point until the receptionist is available | This will be continually monitored |
| Patients experiencing difficulty walking to the consulting room from the waiting area | Issue raised with the project manager of the new building requesting seats and/or a handrail along the corridor | Awaiting an outcome |
| Issues regarding the car park being inadequate and white lines being difficult to see | Issue raised with the project manager of the new building | Lines between parking spaces to be altered to be more visible. The car park is to be monitored |

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| | | to identify if people not using the health centre are parking on the health centre |
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Practice Opening Hours

Mon – Weds 8:00am – 7:00pm

Thurs – 8:00am – 1:00pm

Friday – 8:00am – 6:00pm

Tel: 0300 7900 169

Or register for Emis access – speak to a receptionist for details