



## **Avenue House Surgery—Local Patient Participation Report**

- The Practice began to recruit a Patient Participation Group in 2011 in order to facilitate improvements to patient services and to enhance Patient Experience. The initiative was supported and encouraged by a department of Health Enhanced Service. The practice was also keen to improve awareness regarding patient perceptions of the proposed Health and Social Care Bill and how this may affect and influence patient services in the future.
- The PPG members represent a sample of the wider patient list and were recruited as volunteers. Steps were taken to ensure the PPG members represented the profile of the wider patient list as far as possible. Patients from the practice were encouraged to join the group by advertisement/awareness campaigns as follows:-
  - *Teenage newsletter posted to every patient between the ages of 14-19 as part of the 'you're welcome' programme. The newsletter gave details of the patient group and asked for volunteers.*
  - *Group advertised in the ante-natal and baby immunisations clinics to target young parents.*
  - *Group advertised on the right hand side of all prescription counterfoils.*
  - *Group advertised with large posters in the surgery reception areas and corridors.*
  - *Group advertised by all clinicians following discussion during a practice team meeting. All clinicians had 'flyer' available and were aware of the intention to form a PPG.*
  - *Awareness during nurse led clinics for example, diabetic clinic, cardiac clinic, mental health reviews.*
  - *Group advertised by reception staff at front desk.*
  - *Group advertised in practice based stop smoking clinic and Health Visitor baby assessment sessions.*
  - *Group advertised during substance misuse clinics.*
- The recruited PPG members met with surgery representatives ( a Lead GP, Practice Manager and GP Registrar) to discuss and agree priority issues for the Practice to work towards and improve.
- Once these objectives were agreed, a wider sample of patient opinion was canvassed by conducting a patient questionnaire with questions agreed by the PPG members.
- Once the wider survey results were received and reviewed, the PPG and the Practice Representatives agreed an action plan to progress the initiatives.

Some initial proposals were not progressed to the action plan as the wider survey did not substantiate that there was a significant problem.

- The quantitative results of the patient survey can be viewed on the practice website [www.avenuehousesurgery.co.uk](http://www.avenuehousesurgery.co.uk)
- The Action Plan can be viewed on the practice website [www.avenuehousesurgery.co.uk](http://www.avenuehousesurgery.co.uk)
- The PPG have agreed the contents of the action plan and the surgery will undertake to work towards achieving the points highlighted.

The opening hours of the Practice are as follows:-

Monday	08.00-18.30
Tuesday	08.00-18.30
Wednesday	08.00-18.30
Thursday	08.00-18.30
Friday	08.00-18.30

Extended Hours :-

Monday	18.30-20.30
Tuesday	07.00-08.00
Wednesday	07.00-08.00
Thursday	07.00-08.00