



WEXHAM ROAD SURGERY

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Patient Participation Group Annual Report 2014/2015

Wexham Road Surgery

Wexham Road Surgery patient participation group (PPG) has been running for three years but consistently for the last year, the PPG have carried out virtual meetings face to face.

The practice demographics remain the same and the PPG is still representative of the practice population in terms of ethnicity, gender and age. Further patients have been invited to join to try and expand the group, both opportunistically (verbally) and via a recruiting poster in the surgery waiting room.

Information about the PPG is in the practice leaflet, on the practice website and in the surgery waiting room.

The practice has recruited 6 new members this year. The current PPG has 9 members representing both male and female patients, working, and retired and a Governing NHS body member.

The PPG group was consulted four times this year. A meeting was held with senior GP practice owner, practice manager, and practice staff to discuss areas to address in this years patient survey.

The chairman of the PPG group had asked for some data in regards to the practice DNA rate for quarter 1 2014, which is as follows:

DNA RATE Q1

Clinician	APRIL 2014	MAY 2014	JUNE 2014
DrSithirapathy	25	36	22
Dr R. Takhar	54	60	48
Dr H. Sindher	27	13	29
Nurse	22	38	28
Total	128	147	127

This data was discussed in a public meeting amongst other PPG group members. It was the decided to run a short survey for two weeks asking very few questions to try and achieve high standard of patient participation, starting from 23rd February 2015. Randomised surveys were given out during designated sessions across morning and evening surgeries. 75 surveys were handed out of which 71 were completed and returned, which is 1.6% of the practice population. The patient survey and results are as follows:

1. Ease of getting through to reception on the phone?

Easy 41%

Not easy 39%

Very difficult 20%

2. Are you aware of telephone consultations are available at the surgery?

Yes 59%

No 51%

3. Would you like to receive an appointment reminder via SMS text message the day before your appointment?

Yes 79%

No 21%

The survey results were analysed and the surgery felt like action needed to be taken on these areas and a proposed action plan was discussed and agreed by all.

A display board designated for patient participation group in the waiting room informing other patients of updates in the surgery as well as future events to take place. All this information is also available on the practice website under newsletter.

To raise awareness in means of advertising more efficiently in and around the surgery, and on the surgery website. Discussions have taken place with CCG to introduce a patient appointment reminder text messaging service, which for our practice will be available to patients from 23rd March 2015.

The practice will also be offering online patient appointments and online repeat prescription request from the 23rd of March 2015. This will ease up the reception phone lines and patients will be able to book themselves as well as call in reception.

The practice has also fitted a suggestion box in the waiting room to encourage and invite new ideas for improvement.

Keeping in mind patient appointments the surgery has introduced walk in clinic for children under 16yrs. This service is for those who have fallen in during the day or those who cannot attend during school hours. The clinic runs two day a week Tuesday and Wednesday for 1 hour each.

An information poster is displayed in the waiting room informing patients of this report and its availability on the practice website. Copies are available at the reception desk for patients who do not have access to a computer.