



Giffard Drive Surgery Practice Report on Patient Participation DES 2011 to 2013

Giffard Drive Surgery is participating in a national two year project to collate information and feedback from our patients. This is the Report for the work undertaken from April 2011 to March 2012.

The Practice already has in existence a Patient Participation Group (PPG - face to face group) in the form of the *Giffard Drive Patients Group*. This group was established in January 2001 and has worked tirelessly to help the Practice find out what its patients need and want from their GP Surgery. The members of the *Giffard Drive Patients Group* often help find out the views of their fellow patients through face-to-face surveys carried out in the waiting room and talking to patients about their wishes for the surgery. The Patient Group are also an integral part of our annual Flu Clinic team, providing refreshments and support for the patients attending these clinics.

Many of you will have bought raffle tickets for our Christmas and Easter raffles, held by the Patient Group to raise money to help benefit the Patients of Giffard Drive Surgery. To date the Patient Group has raised over £9,000 with your help, and the following is a list of some of the equipment they have purchased with this money for the use of patients at Giffard Drive Surgery:

- Freestanding Blood Pressure Monitor in Waiting Room
- Nebulisers for loaning to patients
- A Dermascope to diagnose skin conditions and lesions
- An electric patient couch in the Nurses' Treatment Room
- Patient chairs
- Music System for the Waiting Room
- Patient Information Screen for the Waiting Room

In addition to the PPG, the Practice has also set up a Patient Reference Group (PRG – virtual group) and has been recruiting to both these Groups throughout the year.

We invite all of our patients to give feedback via this virtual group and we consider you to all be members of the PRG already. In order to ensure your views are heard, simply complete a membership form either via our surgery website at www.giffarddrivesurgery.co.uk or complete a form available from Reception to make sure that you are contacted directly each time a survey is ready for you to complete. All patients can take part in the surveys at any time as you will see them published on our website as well as in the waiting room.

The *Giffard Drive Patients Group* (PPG) meets about once every two months at the Practice, and the meeting dates are publicised on our information screen at Reception. The Virtual Group (PRG) receive annual surveys from the Practice via email, post or can access copies in the waiting room and a link that can be accessed via our website at www.giffarddrivesurgery.co.uk

The results of the surveys are shared with all of our patients using a variety of media including our Practice website, notice boards in the surgery and email updates.

It is important to be clear at this stage of the structure of the groups which are as follows:

The Patient Reference Group (**PRG**) is a virtual group. The PRG responds to Practice surveys and actively helps us with two-way communication on ideas about how to improve our services and understand patient priorities and issues.

The Patient Participation Group (**PPG**) is a committee of patients who meet at the Practice regularly to support the Practice with patient communication, service development and to collate and interpret PRG feedback and play an active part in survey design and results. Should any patient wish to join this group, please leave your details with the Practice Manager and the Group's Chairman will contact you.

The project will incorporate the plan on the page that follows:



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Year 1		Date achieved	Date planned
Step 1	Establishment of a Patient Participation Group (PPG)	Winter 2011	
	Establishment of a Patient Reference Group (PRG)	Autumn 2011	
Step 2	Discuss and prioritise areas of interest to be raised with the PRG (via pre-survey to current PPG group) and further meetings with PPG to collate results and agree subjects and questions for future surveys	Summer 2011	
Step 3	Views collated through first local survey		January 2011
Step 4	Results of survey discussed with PPG & PRG		February 2012
Step 5	Action plan in response to survey results agreed with PPG & PRG (as required)		March 2012
Step 6	Report publicised and copy sent to PCT		March 2012
Year 2			
Step 1	Agreement of areas of priority with PRG & PPG	Summer 2012	
Step 2	Views collated through second local survey		October 2012
Step 3	Results of survey discussed with PRG & PPG		November 2012
Step 4	Action plan in response to survey results agreed with PPG & PRG (as required)		January 2013
Step 5	Report publicised and copy sent to PCT		March 2013

Giffard Drive Surgery encourages patients to make their views and opinions on the services the surgery provides known and the best way to do this is to join either one of these Patient Groups. If you do not have the time to give to a meeting every two months, we would ask you to join our virtual group in order to help us best determine the future of YOUR Practice and the services we can provide for you.

The *Giffard Drive Patients Group* (PPG) meets regularly at the Practice, and the meeting dates are publicised on our information screen at Reception. Should any patient wish to join this group, please leave your details with the Practice Manager and the Group's Chairman will contact you.

To join the Patient Reference Group (the Virtual Group (PRG) simply complete a membership form either via our surgery website at www.giffarddrivesurgery.co.uk or complete a form available from Reception to make sure that you are contacted directly each time a survey is ready for you to complete.

*CUF, Giffard Drive Surgery
July 2011 (updated March 2012)*