

Introduction

We try our best to promote existence of our PPG, (Patient Participation Group), as widely as we can in order to encourage patients to participate in our PPG. Currently we have 10 members who volunteer their own time to support our surgery and we welcome their dedication and input.

There is a PPG member's notice board in the Waiting Room which provides information about how to become a member.

Table 1: gender mix of practice population and PPG

%	Male	Female
Practice	48.75%	51.25%
PPG	20%	80%

Table 2: age mix of practice population and PPG

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	20.27 %	7.63%	7.64%	11.97%	16.33 %	11.42%	13.10%	11.64 %
PPG	0	0	0	1	0	4	2	3

Review of patient feedback

During our PPG meetings, suggestions/comments are put forward by our members. We discuss any complaints or compliments received from our patients. These are reviewed with the PRG Bi-monthly.

Action plan priority areas and implementation

Priority area 1

- Continuity of care by regular GP

Action Taken

- Appointment system reviewed and re-vamped, for example we now have routine on the day appointments.

Result of actions and impact on patients and carers

This resulted in increased patients' appointment access, on line appointment access as well as increased telephone consultations with patients daily.

Priority area 2

- Concerns about the merging of 5 Practices within the Wyre Forest and the impact this would have on Hagley's patients and its surgery functions

Action Taken

We met with our PPG members and kept them informed of the forthcoming changes and processes. A public meeting was held on the 10th February, this was published to our PPG members via email contact.

Result of actions and impact on patients and carers

There has been no negative impact on our patient's regarding the merge of the 5

Practices. After the merge the Wyre Forest Health Partnership publicised an article in the local news papers.

Priority area 3

- Any other Qualified Providers

Action Taken

Services have been implemented at Hagley Surgery including MCATS (Musculoskeletal Clinic and Triage Service), Physioworld, Healthier Lifestyles and Scrivens for audiology.

Result of actions and impact on patients and carers

Easier access for patients and for carers as these services are within the surgery, no long waiting times, familiar location, friendly local surgery which can decrease anxiety and stress to our patients.