**REVIEW OF PPG ACTIVITIES 2015-2016**

The following explains the activity of the Patient Participation Group over the past 12 months. The partners at the surgery would like to express their gratitude to all members who voluntarily spend time helping us in our attempts to make fair decisions that are in the best interests of the patients registered at the surgery.

**Promoting and Educating the Practice Website to Patients:**

This is being done through Envisage and promotion by the PPG, encouraging patients to use the website for information and also for making appointments on line. The previous plan to send out a newsletter by email is still under discussion. It would be a very valuable tool in our armoury especially in electronic form as this is the way forward. It is a difficult balance between the old format and the new, both of which are crucial in communicating information to our patients. We have started a database of email addresses from the survey and are cross checking with our patient information.

**Reception/Answering Telephone Calls/Pharmacy:**

A decision has been made by the partners to install a new telephone system. I think we all agree that the existing one is struggling to cope with the volume of calls we are receiving. It is generally accepted that contacting a GP Surgery is prone to congestion especially at certain times of the day. It was noted that although there are still problems to address in contacting the surgery it has improved somewhat, online appointments have certainly relieved the situation. 2 members of staff (when fully staffed) are answering calls without the responsibility of receptions duties, which are covered by designated staff, separately. The Surgery has installed a new computer system and electronic prescribing went live on the 24th October 2016. This should alleviate quite a lot of pressure at the pharmacy.

**Reduce by 20% having to ring more than twice:**

This has not been achieved. Hopefully the answer to this will be reversed once the new system is installed, teething problems notwithstanding.

**DNA’S**

Addressed the DNA situation which continues to be a problem for the nurses. The new system has reduced the GP DNAs and the practice manager reported at the meeting in March 2014 that a new system had just been trialled and has shown early signs of success in reducing the DNA appointments for nurses.

Discussed requests for specific doctors as an ongoing problem. The practice manager confirmed that there is no contractual obligation to provide a specific doctor unless it is a same gender request. When managing long term conditions GPs are now able to prearrange a follow up appointment, also pre-bookable appointments are now available.

Performed another Patient Questionnaire in August/September 2016

We had six meetings in line with our Terms of Reference

**Summary of the Patient Survey from August/September 2016 and Agreed Actions**

Continue monitoring calls at busy times, especially once new system is in place

Become more accessible electronically, ie: Virtual PPG and Face Book