

# Liphook Village Surgery Patient Participation Group

## Annual Report - 31 March 2012

Liphook Village Surgery is pleased to confirm its continued successful development of its Patient Participation Group (PPG) which has now been extended to include members who form a Virtual PPG subgroup. The Virtual PPG is kept informed of discussions and developments via email rather than attending meetings at the surgery.

Since inception in early 2008, our PPG has met every 6 weeks at the surgery on a Thursday evening with the Virtual PPG members receiving copies of draft minutes and documentation shortly after this, along with instructions on how to comment if they wish to raise anything.

Our PPG profile and practice profile is as follows:

PPG Profile		Practice Profile	
Total PPG members	25	Total patients	5502
% of which are male members	36%	% of which are male patients	49.9%
% of which are female members	64%	% of which are female patients	50.1%
Age Profile of PPG members		Age Profile of Practice Patients	
35-54 years	28%	35-54 years	28%
Aged 55 years +	72%	Aged 55 years +	35%

Our PPG represents a number of minority groups. 12% of our members are from an ethnic minority, 4% from the gay/lesbian community, and 8% are disabled. In addition, 4% are registered as carers, compared to a Practice Population average of 1%.

In an effort to ensure we are always as representative of our practice population as possible, we have promoted our PPG in the following ways:

- A PPG advert is given out with our practice leaflet to all newly registering patients.
- It is advertised within [www.liphookvillagesurgery.co.uk](http://www.liphookvillagesurgery.co.uk) and our NHS Choices website.
- Posters are displayed on our waiting room walls.
- Literature regarding the PPG is in our waiting room and reception.
- Information about the PPG is displayed on our rolling board within the waiting room.
- Information is emailed patients who have contacted us via email.
- Our PPG has been advertised on a local social media site (Liphook Talkback).

Furthermore, in order to try to reach a younger population, our midwives give PPG information to expectant mothers at their booking in appointment, and the practice nurse offers PPG information to mothers bringing young children in for baby immunisations.

As our PPG is well established within our patient community, the PPG were interested in surveying patients to see how their priorities had changed from the previous survey done in April 2008, and following on from our survey regarding opening hours and patient satisfaction in autumn 2011.

A meeting between members of the PPG and the Partners of Liphook Village Surgery took place and a draft survey was circulated to all members of the PPG for feedback. The approved survey was generated both on-line and hard copy. Patients contacting the surgery via email (and other patients specifically requesting to complete the survey on-line) were sent a copy of the on-line survey to complete. Patients visiting our surgery for routine appointments or attending special clinics were given a hard copy of the survey to complete.

The results of the survey were then analysed and circulated to the PPG for comment and discussion, with members of the Virtual PPG giving feedback via email. Following feedback from the PPG and agreement at a meeting on 02 February 2012, an approved summary of the survey findings and priorities for the PPG to work on for the year ahead were circulated. Copies of the survey were placed on both our NHS Choices website and [www.liphookvillagesurgery.co.uk](http://www.liphookvillagesurgery.co.uk) and hardcopies of the survey results have been left in reception and the waiting room for patients to collect and read.

The topics highlighted by the survey, and agreed by the PPG, now form the work that the PPG is looking to organise and deliver in the year ahead. The proposals and timescales are as follows:

Project identified from surveying patients	PPG Lead	Completion date	Comment
Introducing Hoppa bus service to Royal Surrey and Haslemere Hospitals	Moyra	Autumn 2012	Possibly extend current voluntary drivers scheme if Hoppa service is not feasible
Patient information about hospital transport options	Jan	Summer 2012	Compilation of easy to read information leaflet

Help with shopping for housebound patients	Jan	Summer 2012	Publicise existing voluntary scheme.
Introduce a walking for health group	Jane	Completed February 2012	Existing scheme - information moved into waiting room and news item placed on rolling board. East Hants District Council reviewed and very pleased with increased profile of their scheme.
Parenting skills classes for patients with children at school and teenagers	Shirley and Delia	Winter 2012	Local school has offered use of their facilities to run these programmes. Potential trainer identified.

With regard to the Surgery's opening hours and commuter clinics, times are advertised on our external door, on both our websites, on our rolling board and within our patient leaflet. Patients can make appointments on-line via EMIS access, in person or by telephone and all staff have received in house training to give a list of appointment options to patients when dealing with them. In summary, our opening hours are as follows:

Day	Reception open	Early clinics	Morning Clinics	Afternoon Clinics	Late Clinics
Monday	08:30–19:30	-	08:30-13:00	15:30-17:30	18:30-19:30
Tuesday	08:30–18:30	-	08:30-13:00	15:30-17:30	-
Wednesday	08:30–19:30	-	08:30-13:00	15:30-17:30	18:30-19:30
Thursday	08:30–19:30	-	08:30-13:00	15:30-17:30	18:30-19:30
Friday	07:45–18:30	07:50–08:30	08:30-13:00	15:30-17:30	-

The Partners and staff at Liphook Village Surgery remain very grateful to all members of the PPG who dedicate their time to help us deliver a service that reflects the patients' wishes.