



## **Patient Participation Group (PPG) Report- March 2014**

We invited patients to become members of our Patient Participation Group (PPG) at the end of 2011 and held our first meeting in January 2012. Since that time the Patient Group has met to discuss issues regarding the Practice and offer advice from a patients' perspective.

At the start of the group it was agreed that a patient survey was the best way to obtain current views on the services offered and ascertain whether any changes were necessary. Further surveys were carried in October & December 2012 and between January and March 2014.

This report details the findings and subsequent actions to be undertaken in the forthcoming year.

### **Demographics**

Mevagissey Surgery is a small Practice with 4996 patients; the main Practice is in Mevagissey and we have a small branch surgery at Gorran Haven. The nurses also run a regular clinic in Gorran Haven and at St Ewe Village Hall. Our practice area covers Mevagissey, Gorran Haven, Pentewan, Caerhays, Sticker, Polgooth and some parts of St Austell.

The Practice currently has 5 GPs, 1 Registrar, 3 Practice Nurses and 2 Healthcare Assistants providing appointments.

### **Practice Opening Hours**

The Practice is open as follows:

Monday                      8.30am – 6.30pm  
Tuesday – Friday        8.00am – 6.30pm (phone lines open at 8.30)

The Practice does not close for lunch.

Patients access services by making an appointment either by telephone or in person. We are currently considering the option of booking appointments online via our website as per the survey results.

Patients can access a GP outside of our core hours by telephoning the Surgery where they will be diverted to the Out of Hours service.

Extended hours:

One evening per week 6.30pm – 8.00pm

## **Practice Population Profile**

<b>Age Range</b>	<b>Male</b>	<b>Female</b>	<b>Total</b>	<b>% of population</b>
0-4	70	82	152	3.04
5-14	253	217	470	4.34
15-44	697	650	1347	26.96
45-64	699	788	1487	29.76
65-74	422	446	868	17.37
75-84	246	243	489	9.79
85+	58	125	183	3.66
<b>Total</b>	<b>2445</b>	<b>2551</b>	<b>4996</b>	

## **Profile of PPG Members**

The PPG has increased its numbers over the last 12 months from 6 to 10 active members. These members ages range from 50 -74, which is from our two highest population age groups. The group would like to have younger members and have actively sought new recruits by using the following measures:

- Flyers issued to local businesses
- Information handed out in clinics, especially targeting younger members of the practice
- Notices handed out with all repeat prescriptions
- Information displayed at out branch surgery

The PPG will continue to advertise and actively encourage new members.

## **Patient Survey**

The survey results and agreed actions will be published on the Practice website and displayed in the waiting room.