



Patient Participation Group (PPG) Report- March 2013

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.

The PPG agreed that a patient survey was the best way to obtain current views on the services offered and ascertain whether any changes were necessary. The results and action plan of which were published in March 2012. A further survey was carried out by our local research team between October & December.

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

Demographics

Mevagissey Surgery is a small Practice with 5023 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

Age Range	Male	Female	Total	% of population
0-16	385	376	761	15.15
17-24	177	174	351	6.99
25-34	201	176	377	7.51
35-44	260	249	509	10.13
45-54	323	364	687	13.68
55-64	394	428	822	16.36
65-74	416	451	867	17.26
75-84	236	225	461	9.18
85+	58	130	188	3.74
Total	2450	2573	5023	

Profile of PPG Members

The PPG currently has 6 active members. These members ages range from 54 -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.