**Oakleigh Road Health Centre**

**Your Patient Participation Group**

Oakleigh Road Health Centre formed its Patient Participation Group (PPG) in 2015 when it became a requirement for all GP practices. The practice gets some funding to support the group which meets up to four times a year. Membership is open to all registered patients. Typically meetings attract up to 20 patients, many of whom are long-standing users of the surgery. Meetings take place at the surgery in the evenings and usually last about an hour.

***What your PPG is required to do***

* Be a critical friend to the practice
* Advise the practise from the perspective of a patient
* Inform the practice about the efficiency, timeliness and quality of services provided
* Carry out research into the views of patients
* Communicate regularly with the patient population

***What your PPG has done***

* Discussed with the doctors, the management and the staff the various options about the clinics and services available in the light of the funding squeeze
* Expressed views about the services provided and available e.g. phlebotomist now taking appointments in the surgery
* Suggested ways to maximise the use of the practice facilities – e.g. early opening to provide appointments for working patients before 9
* Coordinated a survey of patient satisfaction, the outcome of which was shared with the practice management and largely implemented
* Helped publicise the various alternatives means available to get prescriptions – now being supplemented to reflect recent regulatory changes
* Engaged in a one-to-one assessment with the Care Quality Commission (CQC) inspector as part of their practice inspection. The overall outcome was Good (which is broadly the highest possible rating as negligible numbers of practices achieve outstanding).

***What the PPG now plans to do***

* Organise better direct communication with all patients, probably via text messaging
* Expand the membership of the PPG to maximise patient representation
* Continue to monitor practice performance, especially as personnel changes
* Promulgate patients’ concerns about appointment availability, the practice register (especially as local building developments expand and add to patient demand)
* Re-survey patient satisfaction levels
* Continue to monitor prescription delivery via local pharmacies and services