

PATIENT PARTICIPATION GROUP REPORT – 01.01.2019 – 31.03.2019

About the Practice

Dr Kapur's Practice is located on the first floor of Belgrave Health Centre, Brandon Street, Leicester. Patient population is 5176 patients. This population can be broken down in the following age group.

Age 0-65	4749
Age 66-75	304
76 +	123

The practice is open for core hours between 8 am – 6.30pm Monday to Friday. Additionally, the practice is open for extended hours between 6.30 pm to 7.00 pm on Monday, Tuesday, Wednesday and Fridays. Although the Practice operates an Appointment System, emergency patients are seen on the same day, either during core hours or extended hours.

About the PPG Group

The PPG was formed in 2009. During that time advertisement was made on the Notice Board about the formation of the Group and also word of mouth was spread regarding forming and running of the Group, so that fair representation occurred taking into account the diverse population and ethnicity. The Practice is pleased to see that the members are from diverse religious background and beliefs, hence having a fair representation. PPG members and practice staff meet regularly to discuss matters affecting the practice and aim to represent the views of all patients and groups registered here.

The PPG group comprises of 6 members. The age range of the Patient Participation Group is between 30-80 years. During the past year the Practice and PPG have made an active attempt to recruit patients to the group within the 16-30 age range and from different ethnic backgrounds. The patients that were interested in joining the group unfortunately were not from the younger age group. Further steps are being undertaken to involve this difficult group of patient by way of word of mouth and advertisement in the Practice Notice Board.

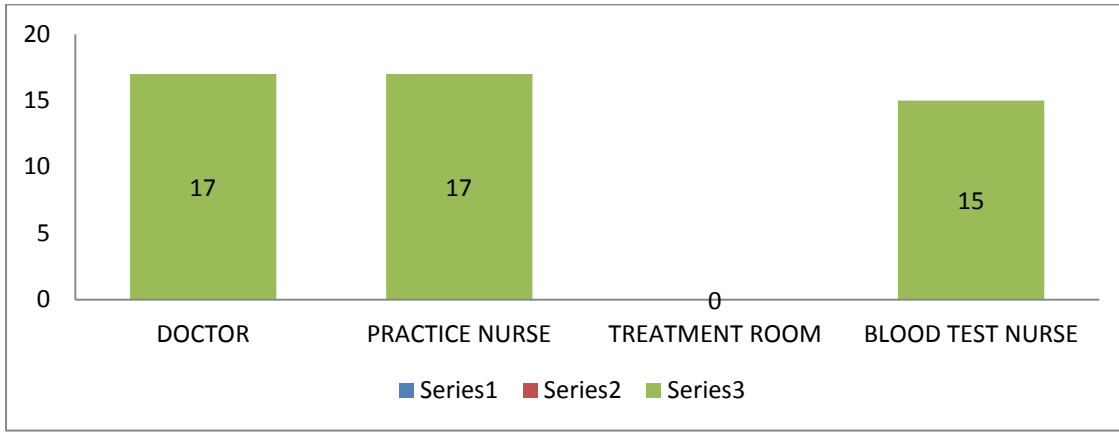
About the Questionnaire

During Jan-March 2019 we asked patients visiting the practice to complete a Patient Satisfaction Questionnaire.

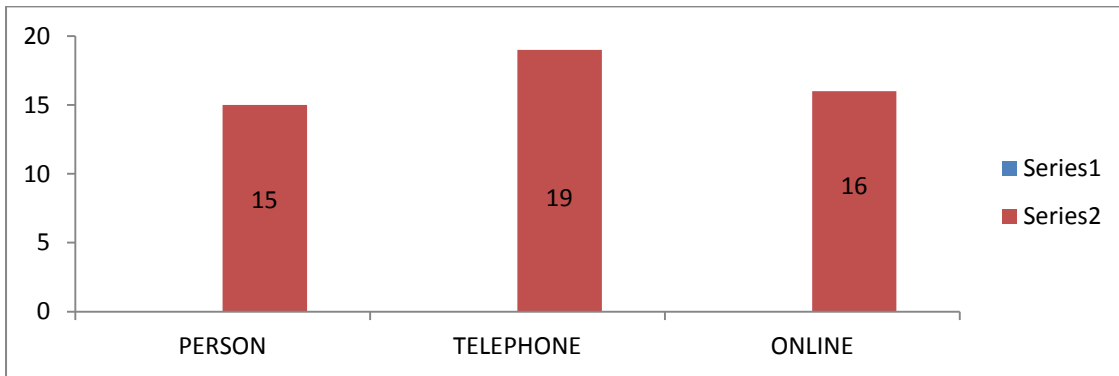
The results of the questionnaire were discussed with the PPG to decide on what actions were needed to be undertaken to ensure that any issues raised by the patients were looked into and dealt with appropriately.

Over 50 questionnaires were completed in total. The results of this questionnaire will be made available on the Practice website.

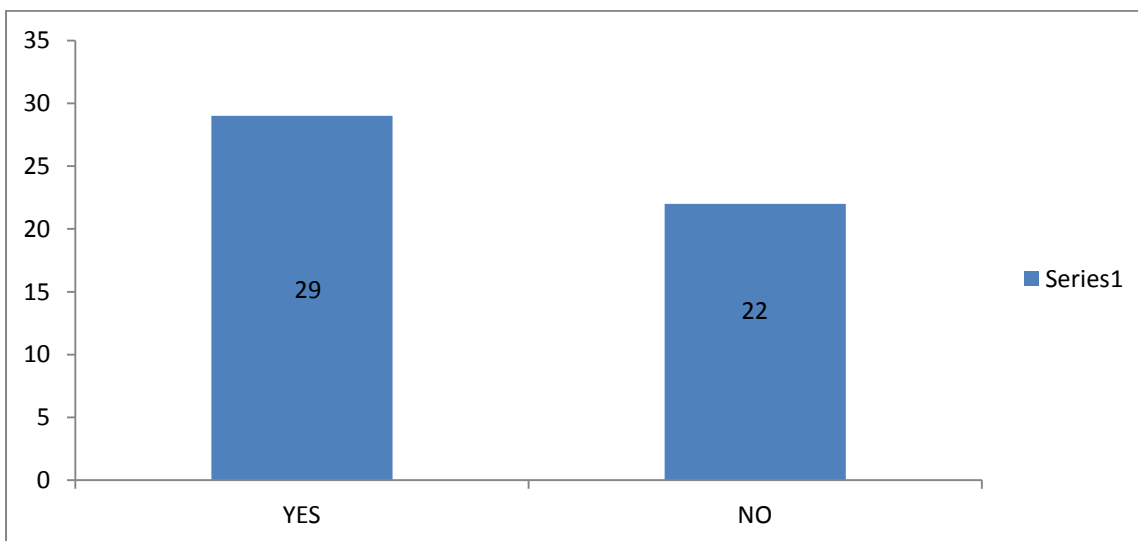
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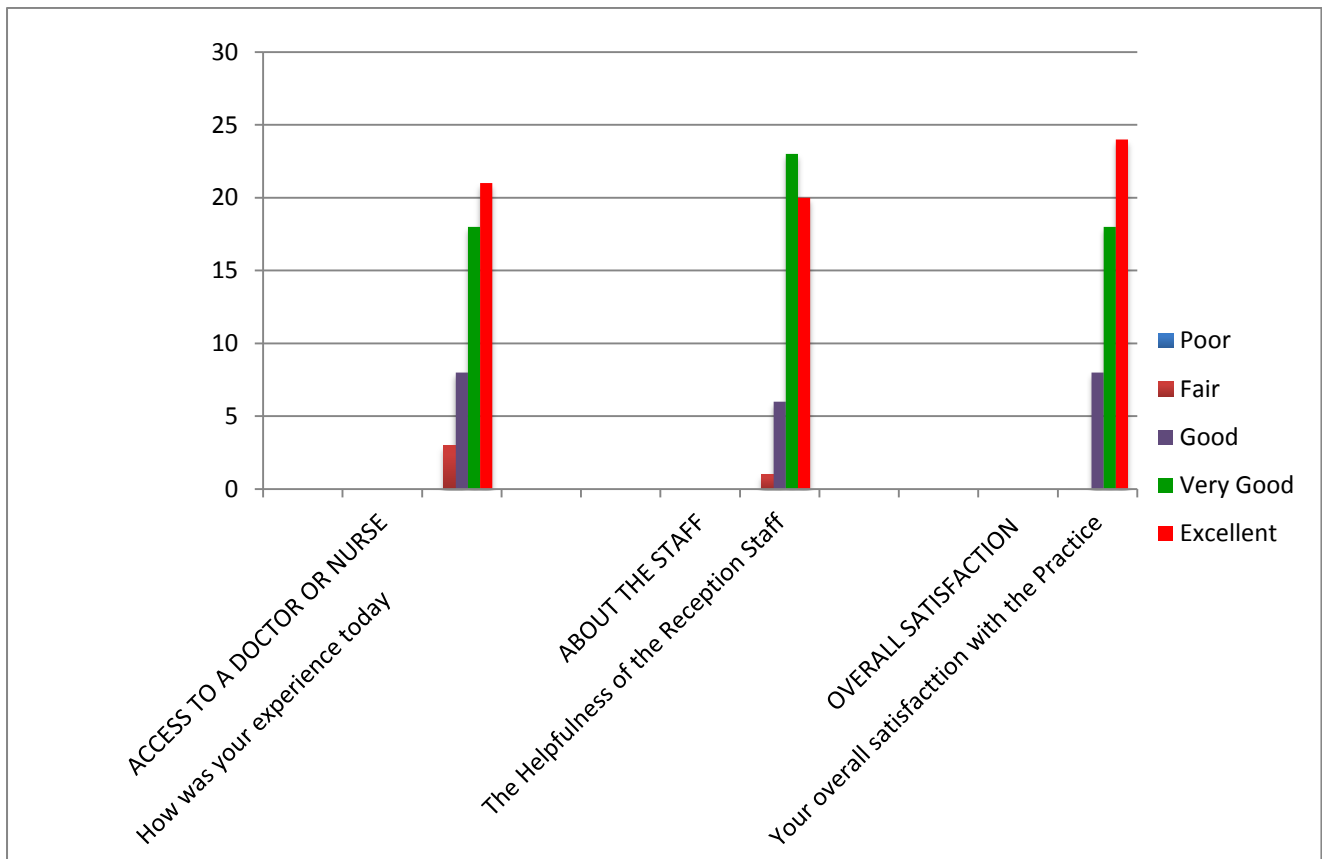
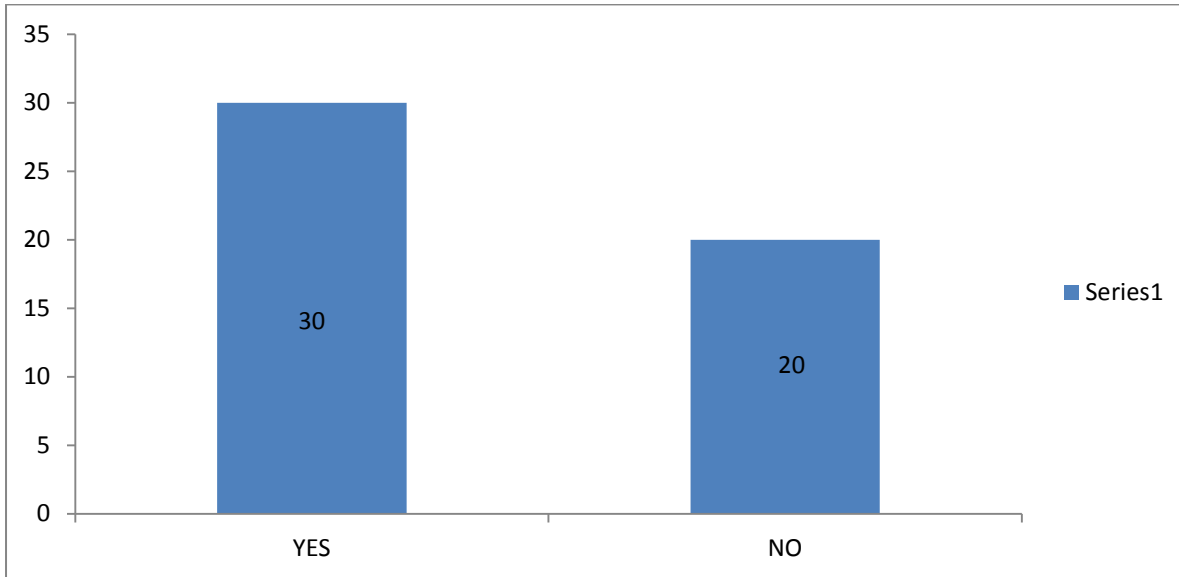
HOW APPOINTMENT WAS BOOKED



HAVE YOU NOMINATED PHARMACY FOR ELECTRONIC PRESCRIPTION



DO YOU HAVE NOW OR IN THE PAST USED SURGERY WEBSITE



Additional Comments From Patients

Excellent Practice Nurse

Nice Care

Difficult to get appointments

Amazing Professional Care

Excellent Service by All Staff

Easy access

Doctor is very professional

Amazing

Good Service

Amazing care received by the doctor and staff

Good appointment booking online

Convenience

Patient at this surgery for 10 years and excellent satisfaction

Recommend to family and friends

Enjoy being a patient here

Nice blood test nurse

Once the results of the questionnaire had been received and tallied up, the findings were presented to our Practice Participation Group for review during a meeting in January 2016. The group proposed and agreed on the following action plan.

Reviewing The Results

Once the results of the questionnaire had been received and tallied up, the findings were presented to our Patient Participation Group for review during a meeting in 06.06.2019. The meeting took place on Thursday 06.06.2019, and agreed on the following points for action.

The questionnaire was designed to improve our services and we are getting real time feedback the questions that were asked were

Who was the appointment with and their names

How was the appointment booked

If you had a nominated pharmacy for ETP

Have you had the opportunity to use the Practice Website

A score card is there for the patient to rate the service they received on that day.

Further space was left for any added comments for the practice.