# Patient Survey Report

# February 2016

**Aims and Objectives**

A survey was sent to all members of the Quay Lane Surgery Patient Participation Group. The purpose of the survey was gain feedback from patients about the patient group and what can be done to improve it. The group consists of male and females with ages ranging from 39 to 93 years and a mixture of working and retired patients. We felt that this represented a varied view as the group came from different backgrounds with diverse experiences.

**Results**

Questionnaires were sent to 25 full and virtual members of the patient group. Of the 25 sent out 6 completed questionnaires were returned. Questionnaires were sent out on two separate occasions to encourage members to complete them. The answers to each of the questions are noted as:-

1. **Meetings take place on a regular basis every two months at lunchtime. Would you like to see this continue and/or make small changes to the meeting times?**

* General consensus – this is a good time to fit in with the staff from the surgery
* One person would prefer a morning meeting

1. **Are there ways that we could represent the views of the patients that we are not doing at the moment?**

* More face to face contact with the patients in the surgery (2/3 times a year?)
* PPG members to go out into the community to advertise the presence of the PPG and it’s role
* Regular feature in the Nut Tree
* Possibly a PPG member to take on the publicity officer role
* Possibly a note to be put in with medication to ask patients if they would like to air any views on how the practice works

1. **How could we encourage younger members of the community to join us? Generally thought to be a difficult task to achieve…**

* Pro-active internet contact
* May be to ask parents to discuss with them and then let us/receptionists know if they are interested on their next visit
* Need to have someone (GP’s, Nurses) to go out to talk to the various groups about Health Issues
* To have some meetings later in the day

1. **We raise money very successfully through raffles and cake sales at the local Christmas fair. Are there any other ways to raise money for the PPG?**

* Second hand book stall with honesty box – 50p a book!
* Maybe to raise money for a stand e.g. a banner
* Surgery lottery
* To organise a local concert to raise money

1. **Is there anything you would like to add anything that you think would improve the effectiveness of our PPG?**

* PPG Newsletter which updates patients on our PPG activities and gives news about other PPGs
* Invite someone from another PPG to come along and tell us what they are doing and how they recruit new members e.g. Tamar Valley Health, Oaktree Surgery( Liskeard)
* Coffee mornings – run by one of us or at the surgery
* Coffee and cakes in our own homes – every 6 months
* An annual do at the village hall - with food and music
* Approach Waitrose to have `St Germans PPG’ for green token slot
* A face book page to say what the surgery offers about PPG Fundraising initiatives
* Annual meeting encouraging patients to participate

**Comments**

The majority of the group felt that the meetings were held at a suitable time.

Having a PPG member raising awareness of the group seemed to be a good idea, along with raising publicity of the group via advertising. Interestingly the group had recruited three new members following the recent roll out of the PPG leaflet.

Encouraging younger members to join has always been a difficult task. Would they attend if the meetings were held in the evenings? How do you talk to various ‘groups’, how do we get them together?

It would be useful to have a ‘fundraising group’ within the PPG to manage events but requests for help at meetings have proved unsuccessful. Apart from the Christmas Priory Fair which proves successful each year (thanks to the help of one particular group member) the PPG rely heavily on the assistance of the surgery staff to help with fundraising.

Having regular updates on what the group is doing could be done with the aid of a newsletter, regular updates on the practice Facebook page or local events. Members are encouraged to attend meetings but maybe visits from outside organisations might make them more attractive.

**What are the PPG/Surgery currently doing to help raise awareness of the PPG?**

* The PPG is in the early stages of organising a bi-annual patient group newletter. It is hoped to roll it out in the Spring of 2016.
* The PPG is arranging a fundraising night at a local restaurant with food, music and a quiz. Funds raised will go towards a patient information screen in the main waiting room at Quay Lane Surgery.
* The surgery has a Facebook page with over 85 followers.