

PPG REPORT 2015/16

April 2016

Practice Population

Age Group	Male	Female
0 – 15	1 832	1 688
16 – 24	6828	9065
25 – 34	2002	1995
35 - 44	1416	1438
45 - 54	1386	1468
55 - 64	1195	1275
65 - 74	1069	1179
75 - 84	605	775
85+	208	396
TOTAL	16541	19279

The PRG at St Thomas and Exwick are made up as follows:

Male	52
Female	84

Age Group	
Under 16	
17 – 24	4
25 – 34	17
35 - 44	20
45 - 54	16
55 - 64	19
65 – 74	38
75 – 84	19
Over 85	3

Patient Participation Report 2016

St Thomas Medical Group has an active PPG meeting which meets several times throughout the year.

As in previous years, we have continually tried to attract new members by way of having a display board in the upstairs Reception and inclusion of an invite to join our PPG in each new Practice Registration Pack. Our PPG is also promoted on our website. This has proved rewarding and we have welcomed a few new members to our group again this year.

To ensure that our group is representative of our practice population a search of our clinical system is carried out each year. As in previous years, this search highlighted that our group does not seem to be attract younger patients.

To try and address this from a different angle this year, two of our PPG Members spent an enjoyable morning in the Health Centre foyer advertising and promoting our PPG and trying to encourage our younger patients to engage via Facebook.

A new Facebook account was created by a couple of our PPG members and this Facebook address was handed out to patients during the morning.

It is pleasing to know that we now have another 50 “PPG members”, largely from our younger patient population all signed up as “friends” on Facebook. This is an active group run entirely by members of our PPG.

Mrs Gill Heppell, Practice Manager, tried to encourage our PPG to form an independent PPG by way of a “Core” Group. It was hoped that this “Core” Group would be happy to meet and report back to us which is the true meaning of an independent PPG.

A small group of twelve from our existing PPG members did express an interest in forming this “Core” Group. This Group has now been formed and have met a couple of times to try and promote and encourage patients to take part in their Health Centre concerns and gain feedback on the services we offer our patients.

Feedback is continually reviewed throughout the year by way of Friends and Family questionnaires, complaints, suggestions from our “Suggestion Box” along with letters, good and bad, received from patients. Our Carers’ Support Worker, Denise Knowles, regularly contributes and feeds back on behalf of our Carers’ Group.

Feedback/Ideas received 2015/16:

- The signage in the reception directing patients to the upstairs reception was thought to be too small.
- Appointment System
- What went well/bad notice-board
- Health Education
- Telephone Message – too long

Action Plan:

A quote for new signage has been sought for the Main Reception Foyer

On Going Review of Appointment System

What went well/bad notice-board

Health Education

ideas for further PPG/Patient Practice Meetings:

Dementia, Child Protection, “A Day in the Life of a GP”, Mental Health, Panic Attacks, Research evening, Pain Management, Depression, Bereavement

Redesign of Telephone Message