



Wolseley Medical Centre

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Patient Participation Group

23rd May 2012

PPG Overview



Wolseley Medical Centre

Patient participation groups were developed as a way to extend patient involvement.

It encourages people to engage with the NHS at the same time as engaging in their own health care.

Carried out once a year and will act as representatives to the rest of the practice population, to discuss the results of a recent Patient Survey

A chance to influence the development of local health services and give suggestions on what the PPG could do in the future

What you think should be our key priorities when it comes to looking at the services we provide to you and others in the practice

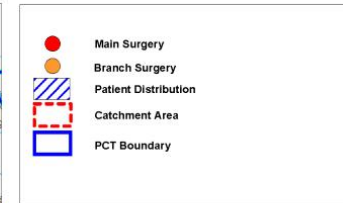
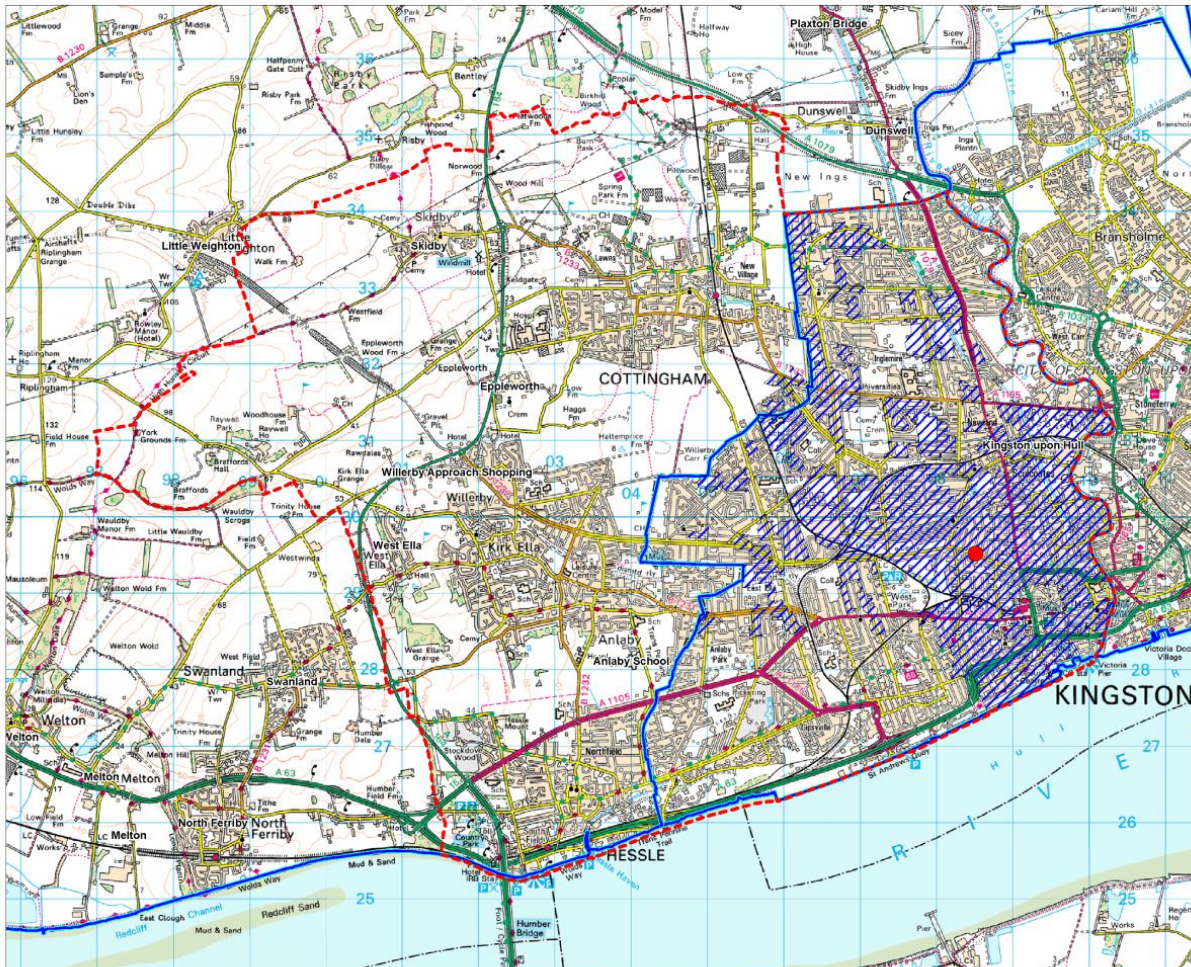
Practice Overview



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Catchment Area for Practice B81047 Dr Singh & Partners

Hull and East Riding
Health Informatics Service



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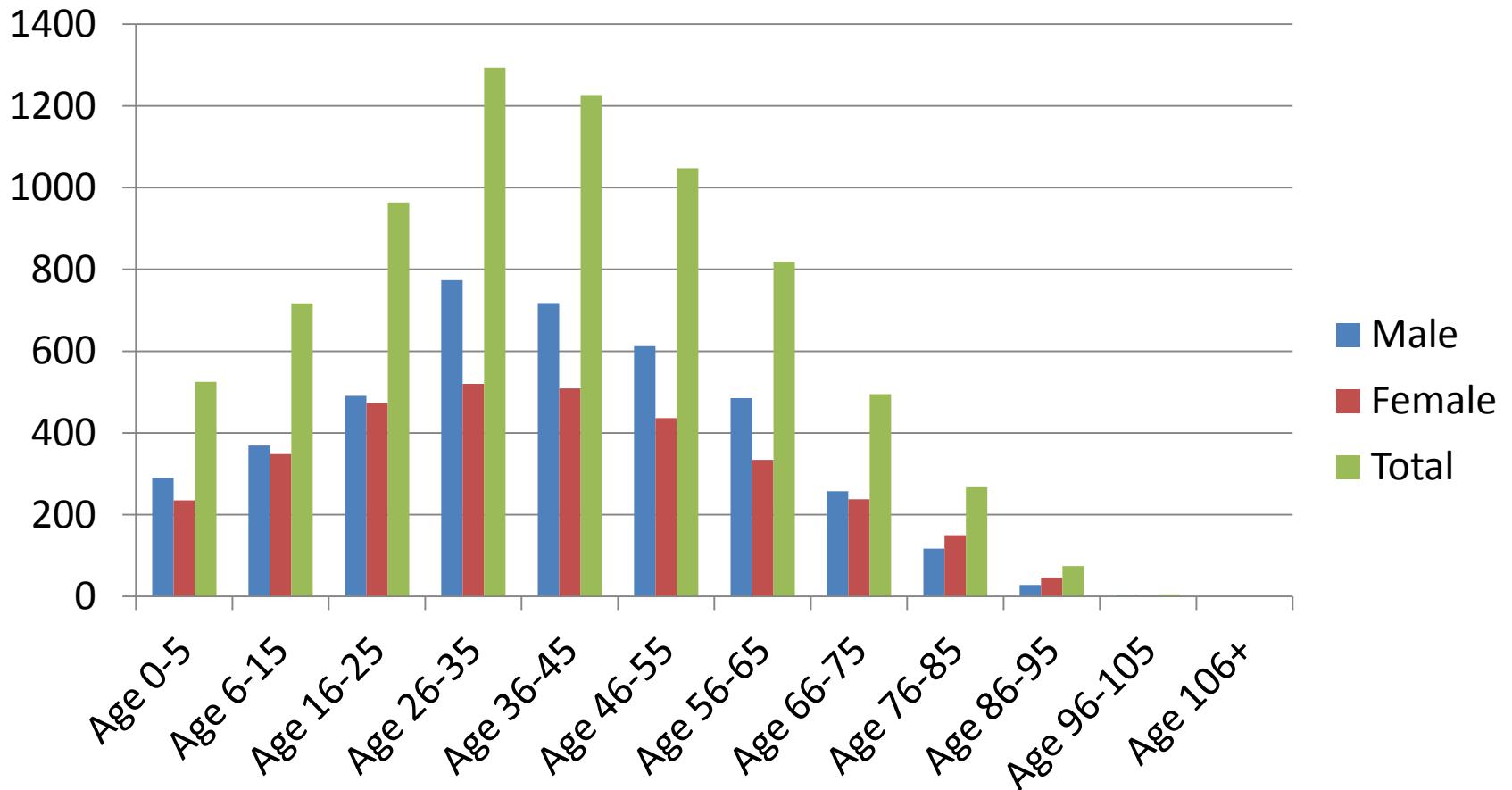
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Practice Overview



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Capitation Report



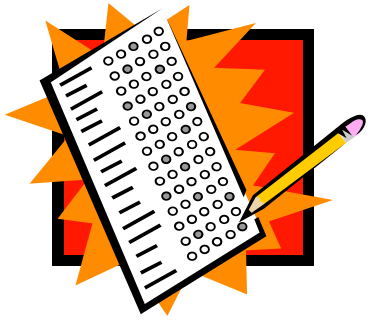


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Practice Overview

	GPs (WTE)	List	Avg List
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Nationally			1808
Hull PCT	152.6	284,303	1863
Wolseley Medical	3.8	7,435	1956



Practice Survey



Wolseley Medical Centre

- We gave out 300 questionnaires to patients of both sexes, wide age brackets and various ethnicities.

These were patients that were attending the surgery either for an appointment, to collect a prescription or just popping in with a query

- We gave out the questionnaires at various different points during the practice surgery times. This ensured that we covered a wide section of the Practice population.

We checked our pre-booked surgery lists to ensure that we could give out questionnaires to those of all ethnic origins, ages and sex etc.



Survey Results

•The three areas of positive and negative that stand out from the completed survey

The 3 most obvious that require discussion are:

	Our mean score (%)	National mean score (%)
See a practitioner within 48 hours	43	65
See practitioner of choice	48	61
Appointment satisfaction	58	69

The most outstanding areas:

	Our mean score (%)	National mean score (%)
Comfort of waiting room	71	66
Reception staff	79	77
Opening hours	68	67
Waiting time	59	58



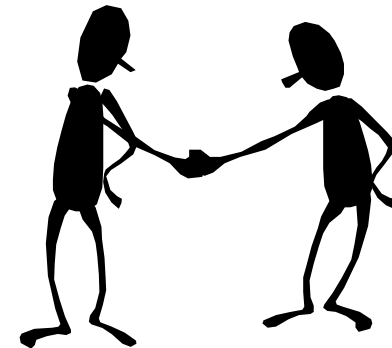
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Outcomes



84% of patient ratings about our Practice were good, very good or excellent.

-
- ❖ **Agree areas for discussion**
 - ❖ **Agree actions to be taken**
 - ❖ **Agree date for next meeting**



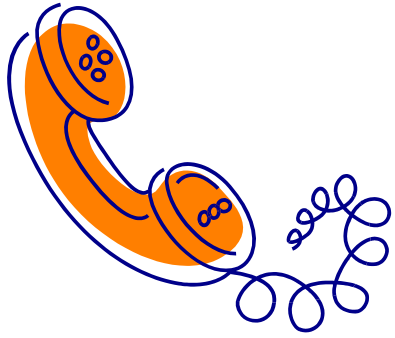


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Ladies & Gentlemen
Thank you very much for your time
and input.

Any further questions?





Useful contact information



Wolseley Medical Centre

If you have any further questions at a later date, here are some useful contacts for you to note:



Email: Markwhitaker@nhs.net

Main Line: 335300



Website: www.wolseleymedical.com