

Recent PPG Activities

The PPG's primary role is to work with the Practice and put forward the perspectives of the patient, articulating their comments, needs and concerns. We work jointly with the Practice, who take primary responsibility, on big and small items, for example:

- Website redesign: feedback and suggestions on the newly designed website and this is reflected in significant improvements in hits
- Visible and active promotion of signing up patients to access records online
- Presenting a friendly and informative patient approach
- Telephone calls tell the enquirer their place in the queue
- A patient survey, in pilot form, has been carried out and results analysed; a full one to follow shortly
- In the waiting room, an audible alert now accompanies the patient's name and time on the display screen
- Awareness of the PPG and encouraging patient suggestions

Future plans

Expansion of membership to patients who are not able to attend the meetings but would like to contribute their views.