

## Local Patient Participation Report for Limes Medical Centre

The group formed in 2011 and we have had a consistent turn out of members to the regular 4-8 weekly meetings. We have continued to promote new members to join the group by having posters up as advertising. Not only this but to try and get a more representative group some patients will have been approached directly to join our group verbally or with leaflets. Even with these measures we have a group of 11 members with slight predominance of ladies to men and still the members are made up of the older age groups.

From last year's action plans we have continued to produce PPG newsletters although not quarterly but as ever they are high quality once produced. The PPG are still deciding the best way to use the noticeboard although the DNA numbers will remain. We have given them complete control of one large prime noticeboard

This year the survey was recommended by the CCG and focused on appointments, staff, facilities etc.

The questionnaire was given to all patients attending the surgery for an appointment over the period of a week in December 2013. Results of this are on the website. At the ppg meeting results of the survey were discussed and an action plan created as follows:-

### **Action Plan**

- 1) To cost and assess if we can deliver extended hours.
- 2) To add more in depth options regarding the car park to our next questionnaire assessing if we should give up doctors spaces in the car park.

We did have a slight disagreement with the PPG in the fact that we thought we should give up the parking and members felt that would lead to more problems of people parking for long periods to do shopping and who is going to police this and secondly it is a very awkward car park and may lead to more accidents. Hence we decided to add this to the next survey.

### **Opening hours**

Monday 0800 to 1830

Tuesday 0800 to 1830

Wednesday 0800 to 1830

Thursday 0800 to 1830

Friday 0800 to 1830 At all other times please call 111 in cases of needing medical assistance or 999 in medical emergencies