



PPG report 2015-2016

Name of Practice: Evergreen Oak

<p>Practice Population:</p>	<p>Public Health summary of Evergreen Oak Surgery can be accessed from following website: http://fingertips.phe.org.uk/profile/general-practice/data</p> <p>Add BH14 0HU to postcode finder and select Evergreen Oak</p> 
<p>Membership of PPG:</p>	<p>The practice has a PPG made up of approximately 65 virtual members and a core face to face group of 9 members which was established in October 2014.</p>
<p>Information Analysed:</p>	<ul style="list-style-type: none"> • Friends & Family Test, • Comments on NHS Choices, http://www.nhs.uk/pages/home.aspx • GP Patient Survey, • https://gp-patient.co.uk/practices/J81086 • Own patient survey
<p>Areas for improvements identified:</p>	<ul style="list-style-type: none"> • On-going support for Carers • Ensure regular meeting with PPG are held • Look at and address the areas in the GP Survey where we need to improve and discuss ways in which we can implement them. • Develop a survey for this year to be carried out during flu clinics in September/October 2016 at both Evergreen Oak and Creekmoor • Improve and update website
<p>Action plan:</p>	 <p>PPG Action Plan 2015.16.docx</p> <p>See embedded Action Plan</p>
<p>Summary of change:</p>	<ul style="list-style-type: none"> • Screen added to reception area to improve confidentiality. • Confidentiality sign for reception • On going support for carers • Appointment system regularly addressed following feedback from patients • Continue to provide sufficient information for patients

	<ul style="list-style-type: none">• Continue to monitor length of wait for appointment for patients and address as necessary
Description of how patients have been engaged with this:	<p>The face- to face patient group meets once every 3 months to discuss patient issues and how the services we offer can be improved. Minutes for these meetings are available on request.</p> <p>A survey was carried out in September 2015 which members of the group were actively involved in.</p>