

Patient Participation Group 2014

Established in 2011 the Penryn Surgery Patient Participation Group (PPG) currently consists of a group of patients registered at the surgery, along with staff members. Patients have been invited to join when they have shown a particular interest in how the surgery is run and new members are always welcome. Meeting three times a year, current issues pertinent to the continuous development of the surgery, or the NHS in general, are discussed, along with issues brought by the group's patient members, either on their own behalf or as representatives of other users. We have members of various ages and include visits to Tremough to ensure our student population is represented. We aim to have representation from all of society and our group has members who are carers and those who come from different backgrounds. We have tried to ensure fair representation by writing to invite some patients who we felt would be able to contribute to our 'mix' in a positive way. The Group is not a complaints forum and works in a constructive way to ensure a positive experience for all users of Penryn Surgery. Meetings are minuted, though are run in an informal way. Recent meetings have included focus on the Care Data Programme, CQC and clinical research.

At our PPG meeting in November 2013 the questions used in our survey for January 2012 and January 2013 were reviewed by our group and the decision made to continue with the same questions in order to give the benefit of obtaining three year trends. Once carried out the results of the survey were shared at the February PPG meeting and discussed line by line within the group. Having to call at 8am for an "on the day non emergency appointment" continues to be a concern amongst patients. We explained to the group that any patient needing to see a GP for a medical emergency will always be seen on the day and that more GP slots are now available for booking ahead, either by phone or online to save the need to call at 8.00am. The action plan agreed was that the practice would work towards improving awareness amongst our patient base of our advance booking facility. The full results of the surveys for 2012, 2013 and 2014 are available on our website.

Penryn Surgery is open from 8 – 6.30 weekdays and extended hours clinics are available each week with details on our web site. Appointments at the surgery can be booked in person, on the telephone or online via the practice website. A copy of this report will be available online through our practice website and in the waiting room at the surgery.