

Liphook Village Surgery Patient Participation Group Survey 2011

There are endless possibilities with regards to the role a Patient Participation Group (PPG) can take and, following an initial questionnaire in June/July 2011, our patients were surveyed in November/December 2011.

The Results

The questionnaires covered 3 areas; (a) appointments and opening times, (b) communication between the surgery and patients, and (c) projects you wished the PPG to get involved with.

(a) Appointments and opening times

75% of patients surveyed do not have any problem obtaining appointments. 87% of patients surveyed are happy with our current opening times, liking the mix of late evening and early morning commuter clinics we hold.

(b) Communication between the surgery and patients

Whilst 95% of the patients surveyed didn't experience any problems in contacting the surgery, there was overwhelming support for us to move away from our 0844 telephone number. In response to this, we now have a new, local number 01428 728270 (fax 01428 728271).

When looking at how you sourced information about us, most obtained it in person or by telephone, with slightly fewer using our website www.liphookvillagesurgery.co.uk. Although just over half the respondents didn't know we had a PPG, overwhelmingly patients wanted to see the PPG having a dedicated webpage on our website. In response to this, the PPG now have a dedicated page. Whilst there was no interest in the surgery having a twitter account or facebook account, patients were interested in receiving emailed information. We will start asking patients for their email address if they wish to receive emailed updates from the PPG and, in the future, about other changes in the surgery.

A few patients responded that they wanted to see more information about GP specialism's and their background. Information like this has always been held on our website but has been updated in the like of your feedback and included in our patient booklet and rolling board in the waiting room at the surgery.

(c) Projects for the PPG

There were 4 things you wanted the PPG to get involved in. The two most important to you were help with the introduction of a Hoppa bus service to the two most frequently used local hospitals (Royal Surrey County Hospital and Haslemere District Hospital) and providing information to patients about various options for hospital transport in general.

There was also interest in Walking for Health, shopping help for the housebound and parenting skills classes, particularly for children at school and teenagers.

The Outcome

Following the survey, Liphook Village Surgery is pleased to confirm that it now has a new local phone number and that the PPG has its on dedicated webpage on our website.

The results of the survey were discussed by the PPG and as a result of this, they will work to try to introduce a Hoppa bus service to the hospitals as their main project for the year ahead. In addition they will look to develop and run a programme of parenting skills classes for patients.

The PPG will also work to provide more accessible information about schemes for shopping for the housebound and the various options for hospital transport. There is an existing Walking for Health scheme in Liphook, information about which is now displayed at the surgery and on the rolling board. The PPG has also asked Liphook Community Magazine to run a news feature on this scheme.

If you would like a full breakdown of responses to this questionnaire or to discuss the PPG's decisions, then please contact Jane May, Practice Manager at janemay@nhs.net

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