Patient Participant Groups Review: Findings

We asked 41 participants (see Equalities info. at end of report) the following questions.

1. Have you heard of Patient Participant Groups?
   - 6 (14.6%) people answered yes they had heard of PPG’s
   - 29 (70.7%) people answered no they hadn’t heard of PPG’s
   - 6 (14.6%) people answered were unsure if they had heard of PPG’s

2. Does your GP Surgery have a PPG that you’re aware of?
   - 2 (4.9%) people answered yes their GP Surgery does have a PPG they are aware of
   - 0 (0%) people answered no their GP Surgery does not have a PPG they are aware of
   - 39 (95.1%) people were unsure whether their GP Surgery had a PPG

3. How frequently do you think PPG’s should meet?
   - 4 (9.7%) people thought PPG’s should meet weekly
   - 18 (43.9%) people thought PPG’s should meet monthly
   - 10 (24.4%) people thought PPG’s should meet quarterly
   - 3 (7.3%) people thought PPG’s should meet twice per year
   - 2 (4.9%) people thought PPG’s should meet once per year
   - 4 (9.7%) people were unsure how often PPG’s should meet

4. How should patients be selected to participate in PPG’s?
   - Patients who visit regularly from different backgrounds and representative of the community (including Disabled residents, a mix of ages and genders).
   - Patients with different medical conditions
   - open to everyone

5. What topics do you think PPG’s should cover?
   - Issues relevant to GP surgery
   - waiting times
   - opening times
   - customer service
- people missing appointments
- better access to your own doctor,
- Patient satisfaction
- health & wellbeing
- prevention
- improvements
- problems
- sympathetic GP’s
- drug & alcohol awareness

6. How do you think patients should be notified of the outcomes from PPG meetings?
- 2 (4.9%) people thought patients should be notified by Phone Call
- 22 (53.7%) people thought patients should be notified by Letter/Newsletter
- 13 (31.7%) people thought patients should be notified by Email
- 3 (7.3%) people thought patients should be notified by Text Message
- 4 (9.7%) people thought patients should be notified by Notice Board
- 3 (7.3%) people were Unsure/Other how they should be notified

7. Any other comments?
- The groups should be promoted more widely
- Happy with surgery, but patients could be more involved more with decisions.
- I’m not really interested in these groups.
- I have confidence in service

Equalities Information - Who we spoke to?

Age:
- 16-24 - 8 (19.5%)
- 25-34 - 4 (9.7%)
- 35-44 - 6 (14.6%)
- 45-54 - 10 (24.4%)
- 55-64 - 3 (7.3%)
- 65+ - 8 (19.5%)

Gender:
21 (51.2%) men and 20 (48.8%) women

Ethnicity:
- 31 (75.6%) White British
- 4 (9.7%) Asian or Asian British-Pakistani
• 2 (4.9%) Asian or Asian British-Indian
• 1 (2.4%) Black or Black British-African
• 3 (7.3) Other