

Manea Surgery Patient Participation Report 2013/4

The Manea Surgery PPG is a virtual group with a Chair and a secretary who coordinate activities such as the annual survey and who attend the local patients forum and other meetings. The membership of the virtual group is held on a secure database and consists of 67 names with email addresses

Manea Surgery has ensured that the PPG is representative of its registered patients . There has been an assessment of the racial mix in the practice population which is reflected by the makeup of the virtual group.

The steps that taken to determine and reach agreement on the issues which had priority and were included in the local practice survey. were that the executive of the PPG constructed the survey with guidance from the wider LCG patient forum they discussed the survey then and then constructed the survey

Manea Surgery sought to obtain the views of its registered patients by sending the survey electronically to the virtual PPG and also distributing a paper version of the same questionnaire over a period of days to patients in the practice waiting room.

Manea surgery provided an opportunity for the PPG/PRG to discuss the contents of the action plan by sending the results of the survey to the members of the virtual PPG electronically and requesting feedback. The survey results were also displayed on the PPG notice board in the waiting room as well as on the practice website.

Action plan : to add more bookable appointments for Chronic disease management but to continues with open access surgeries

The action plan setting out how the findings or proposals arising out of the local practice survey is to be implemented

The summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey is attached to the report below

The opening hours of the Manea surgery practice premises and the method of obtaining access to services throughout the core hours are unchanged and are on the practice leaflet and website . They are 8.30 to 13.00 each day and 4.30 to 6.30 Monday , Thursday and Friday and 4.30- 7.45 on Tuesday

Manea Surgery has entered into arrangements under an extended hours access scheme allowing 2 healthcare professionals to be accessible to registered patients from 6.30 to 7.45 on Tuesday evening.