

Patient Participation Group - Annual Report 2021-22

The Alton Practice's Patient Participation Group (PPG) is a group of our patients of the surgery who want to help it work as well as it can for patients, doctors and staff. The NHS requires every practice to have a PPG and we are proud to have a well engaged and established PPG.

Most people have had some interaction with their GP surgery. They may have been to the surgery as a patient, parent, carer or friend. All experiences matter and members of the PPG can bring different ideas to the surgery to help us treat patients better or to improve what we do in some way.

Our PPG continues to meet every quarter, and since the pandemic the meeting adopted a virtual format via zoom. We plan to continue to use this mode of meeting into 2022-23.

Some of the salient discussions in the last year included the 'you said we did' table below:

You said:	We did:
We need to adapt the way we operate during the COVID pandemic to keep staff and patients safe	We adopted and adhered to NHSE guidance with regards to IP&C throughout the pandemic
We need to improve means of access to the practice for those who do not wish to call in the morning	We implemented online access and other ways of accessing healthcare at the Alton Practice including e-consults
We need to have a variety of clinicians available as per the needs of the patient	Through the PCN we successfully expanded our mixed skill workforce to notably have clinical pharmacists, physiotherapists and social prescribers
We need to open on weekends instead of evenings as the utilisation of appointments in weekday evenings was not great	We moved our extended opening hours from Monday evening to Saturday morning and this has been a great success
We need to simplify the telephony system options that are currently available	We reviewed the telephone system options that were available, streamlined them and reduced the length of messages to keep wait times down