

## Local Patient Participation Report for The Village surgery

Our group has been a well established group for several years but we have tried to expand numbers and diversity. We continue to have posters up in the surgery advertising for new members and have had a one day display up in the Hub. Not only this but to try and get a more representative group some patients will have been approached directly to join our group verbally or with leaflets. The questionnaire also asked patients if they were interested in joining our group. With these measures we have a group of 13 members with an age range from 24yrs to 75yrs old.

The first meetings of the year we discussed what we wanted included in our local practice survey. We wanted to know from our survey how satisfied they were with the appointments system and easy of booking an appointment.

The questionnaire was given to all patients attending the surgery for an appointment over the period of a week to 10 days in December 2012 until we had 148 completed questionnaires. Results of this are attached. At the next meeting results of the survey were discussed and an action plan created as follows:-

### **Action Plan**

- 1) to purchase a barrier for South Normanton
- 2) to discuss appointment system and consider how access can be improved
- 3) Pinxton canopy to be redecorated and cleaned and the appearance improved

<b>Opening hours</b>	<b>Pinxton</b>	<b>South Normanton</b>
Monday	0830 to 1830	0800 to 1700
Tuesday	0800 to 1700	0830 to 1830
Wednesday	0800 to 1300	0830 to 1830
Thursday	0830 to 1830	0800 to 1700
Friday	0800 to 1700	0830 to 1830

At all other times please call 111 in cases of needing medical assistance or 999 in medical emergencies