



ACLE PATIENT PARTICIPATION GROUP

Acle Patient Participation Group Survey

Carried out during May 2016 at Acle and Reedham Surgeries

We considered ways of engaging a broader age/gender spectrum of participation at our meetings so that the views of the PPG were more representative of the practice population. We generally see our role as reflecting patient opinion, but this tends to be predominantly those of the retirement age group, and predominantly female.

Following several group discussions and requests for question ideas we condensed the submitted questions into 7 simple, easy response topics. Detailed below.

We opted for a time to carry out the survey when we thought there would be the likeliest greatest footfall at the surgeries: i.e. 10.30 a.m. – 11.30 a.m. to cover every day of the week during the four week period. Each PPG member taking part was tasked with trying to obtain up to 10 completed questionnaires during their survey time slot.

We hoped to obtain 100 completed questionnaires, in fact we received 87 completed forms, and the following results are in percentages of those 87 responses. Where there are minor discrepancies in the totals, this is because not all the patients completed every question.

The Questions:

- 1) Did you know that the medical centre has a patient participation Group? Yes 43 (49.4%) No 40 (46%)
- 2) Did you know we are always pleased to hear from other patients about their patient 'experience' (positive or negative)? Yes 44 (50.6%) No 39 (44.8%)
- 3) Would you be interested in joining the group? Yes 14 (16.1%) No 70 (80.5%)
- 4) Have you noticed any health related campaigns exhibited by the PPG in the medical centre? Yes 33(37.9%)
No 46 (52.9%)
- 5) Have any of these topics been of particular interest to you or your family? Have you taken any information leaflets? Yes 22 (25.3%) No 61 (70.15%)
- 6) Did you know you can always suggest health topics you would like featured? (via the suggestion box)
Yes 23 (26.4%) No 61 (70.1%)
- 7) Have you ever found it difficult to understand medical information you have been given by any of the medical practitioners or PPG? Yes 20 (23%) No 64 (73.6%)

Age groups : <20 yrs 3 (3.4%), 20-40 yrs 12 (13.8%), 40-60 yrs 15 (17.2%), 60+ yrs 51 (58.6%)

Gender: Female 67 (77%), Male 20 (23%)

Other Outcomes: One patient at Reedham has left contact details to join the group.

There has been a request for information about Motor Neuron Disease

We hope this small survey helped raise patient awareness of the group and that they are welcome to join it.

We also think that if we had opted to have different time slots we might have been able to survey a greater age range of respondents.