

Friends Road Medical Practice Patient Participation Group (PPG) Process and Representation 2019/20:

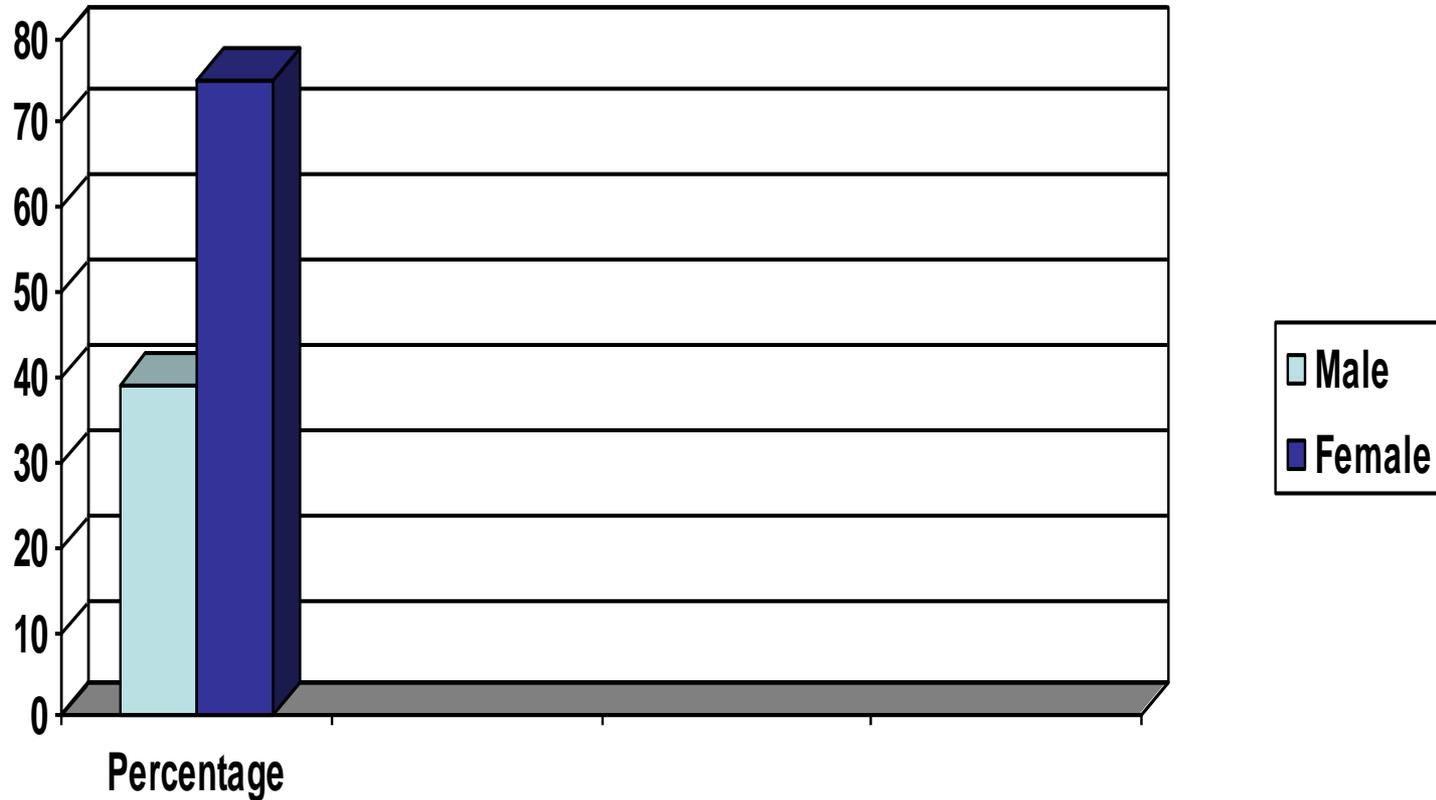
Process for establishing the Patient Participation

Group (PPG), also known as the Patient Reference Group (PRG) included the following:

- Displaying posters inviting patients to join our PPG
- Inviting comments through a number of mediums, i.e. face to face, written comments in the comments/communications box, via e-mail and/or telephone
- Continuing to liaise with members of the PRG and provide regular updates electronically
- It was agreed to hold Two PPG per year
- A practice based patient survey was agreed and undertaken
- Results of the patient survey were shared with the PPG and an Action Plan has been agreed for 2019/20
- Further dates for the PPG to meet are to be agreed

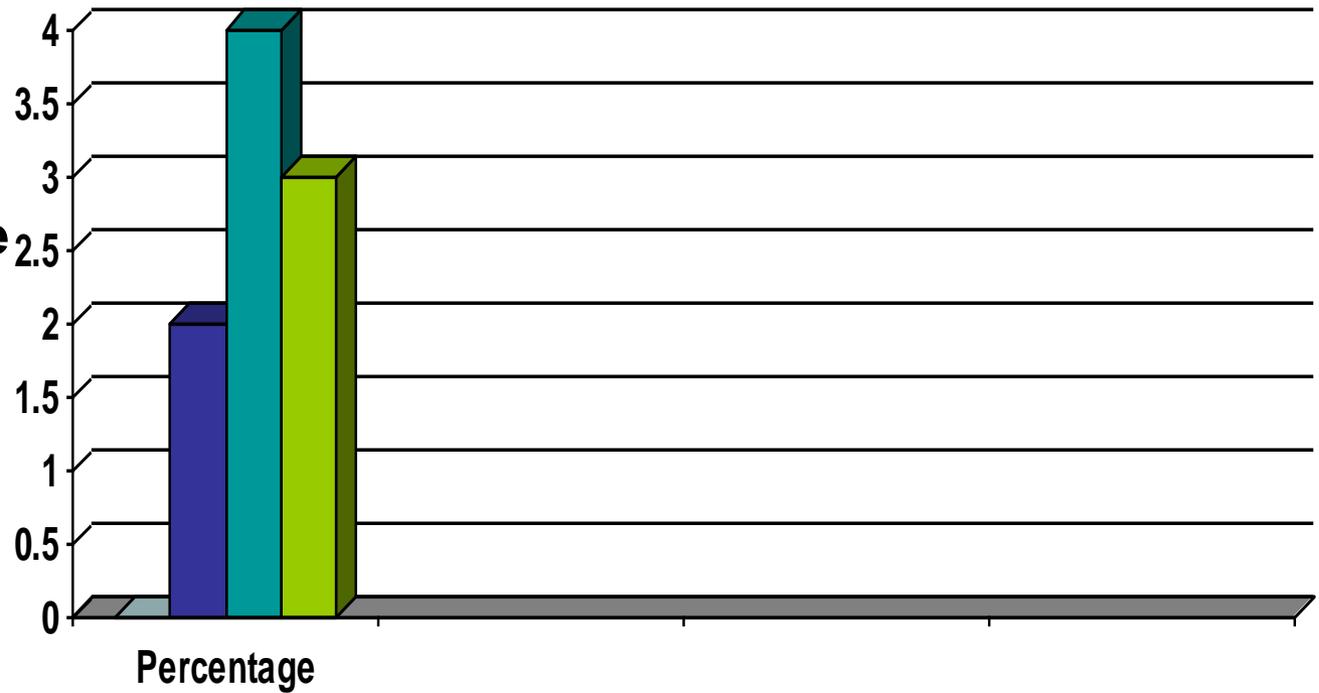
Friends Road Medical Practice Patient Participation Group Gender Analysis 2019/20:

- **Are you Male or Female**



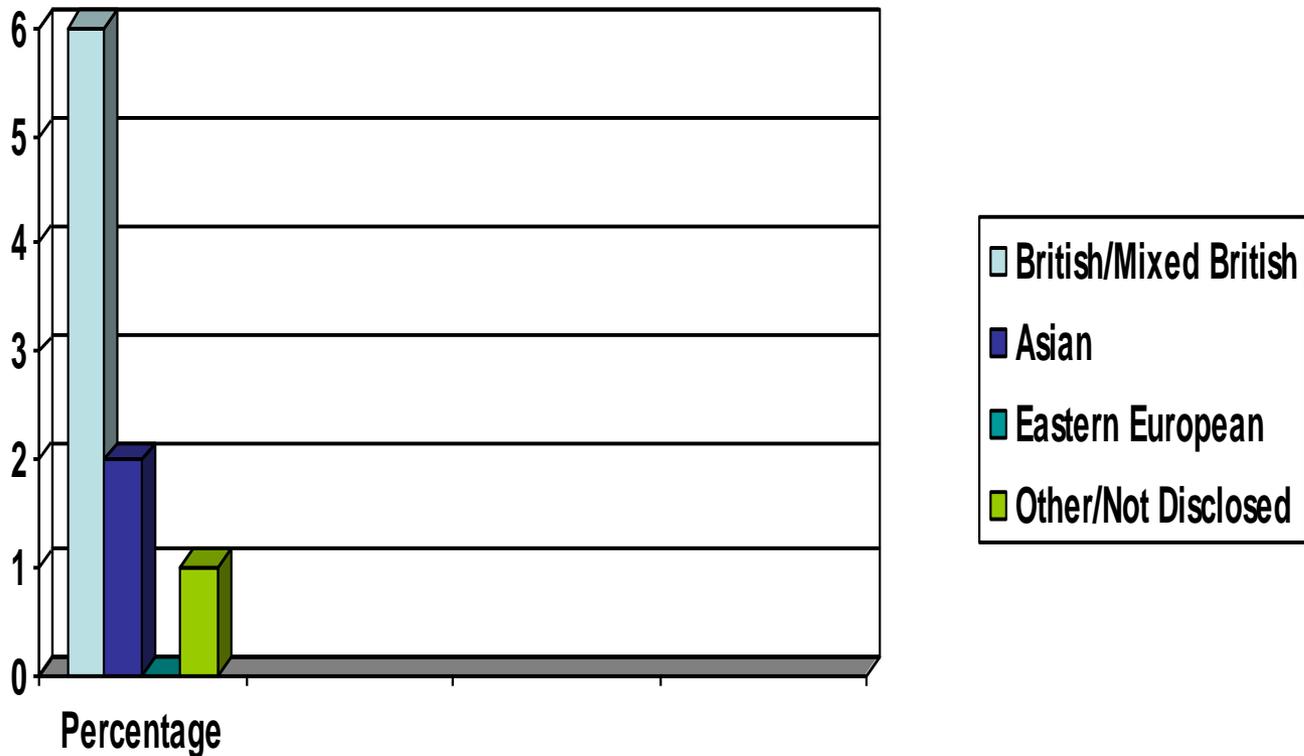
Friends Road Medical Practice Patient Participation Group Age Analysis 2019/20:

- Age Range



Friends Road Medical Practice Patient Participation Group Ethnicity Status 2019/20

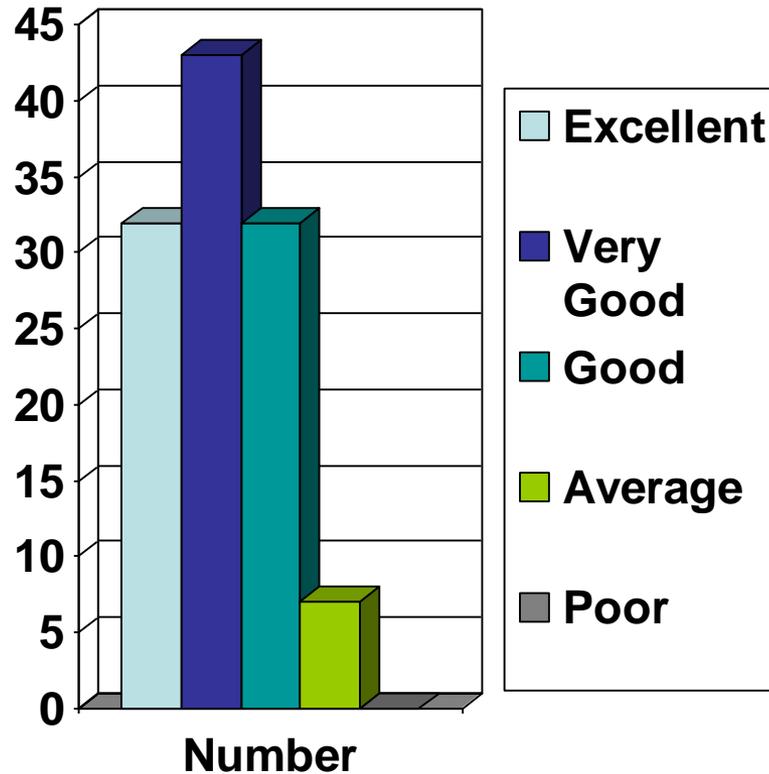
- **Ethnic Status**



Friends Road Medical Practice Patient Survey Results 2019/20:

Question 1 ~ Information:

- How helpful is the information we provide about the different ways you can contact and get help or advice from the practice, e.g. website, leaflets, posters etc.

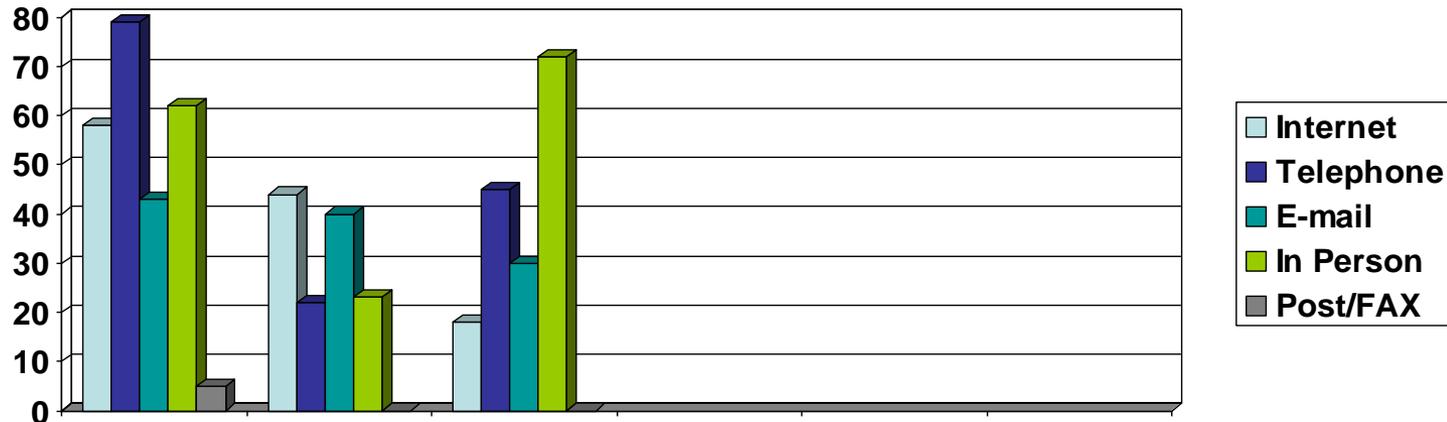


Friends Road Medical Practice Patient Survey Results 2019/20:

Question 2 ~ Contact:

- Given the choice (and if available) please indicate the different ways that you would consider making contact with the practice now and in the future. You may select more than one answer.

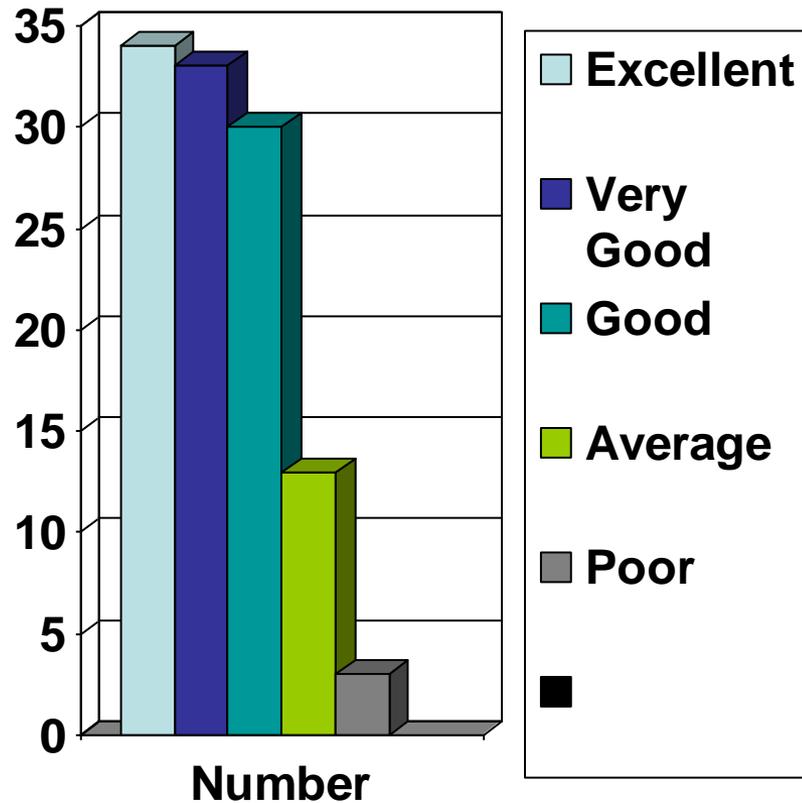
Appointments, Prescriptions & Consultations



Friends Road Medical Practice Patient Survey Results 2019/20:

Question 3 ~ Telephone Access:

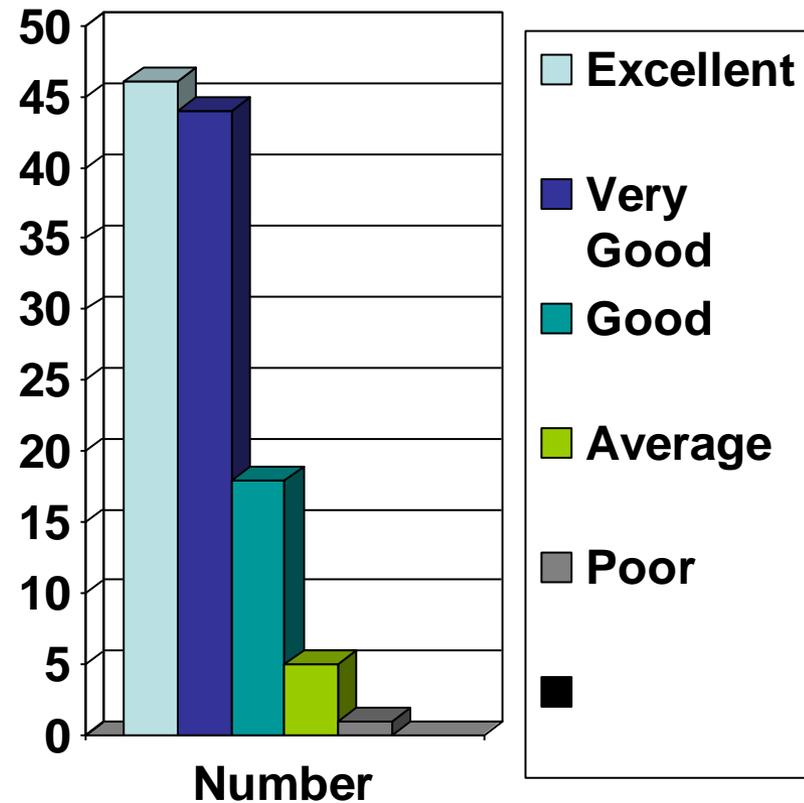
- Generally how easy do you find it to get through to the practice on the telephone?



Friends Road Medical Practice Patient Survey Results 2019/20:

Question 4 ~ Reception Team Manner

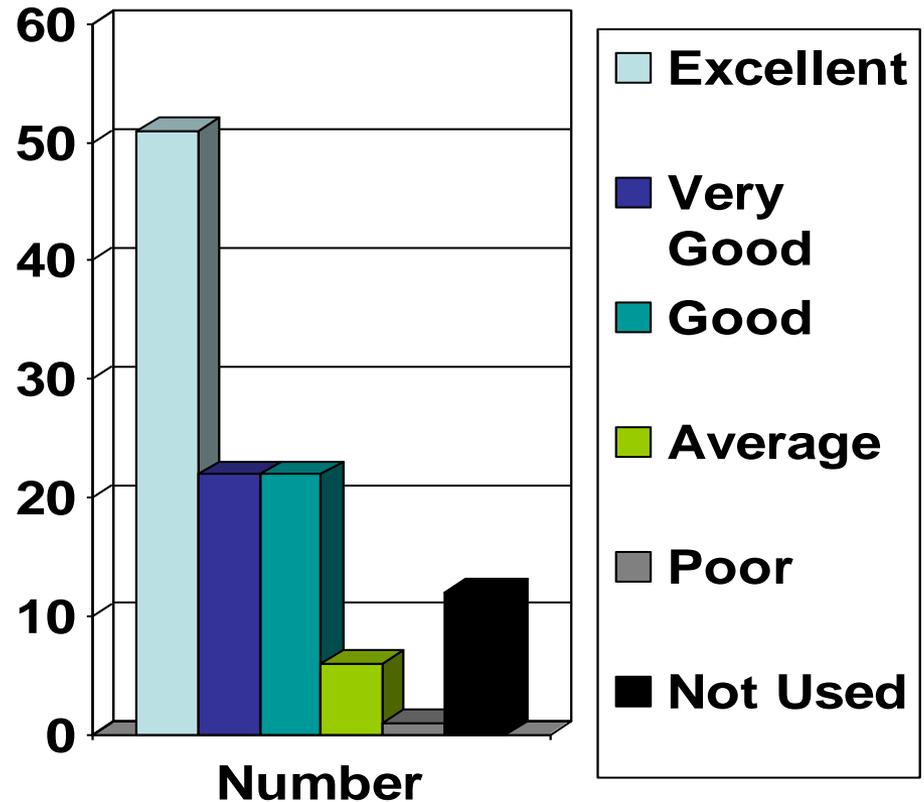
- In General how would rate the way our Reception Team deal with you?



Friends Road Medical Practice Patient Survey Results 2019/20:

Question 5 ~ Appointments

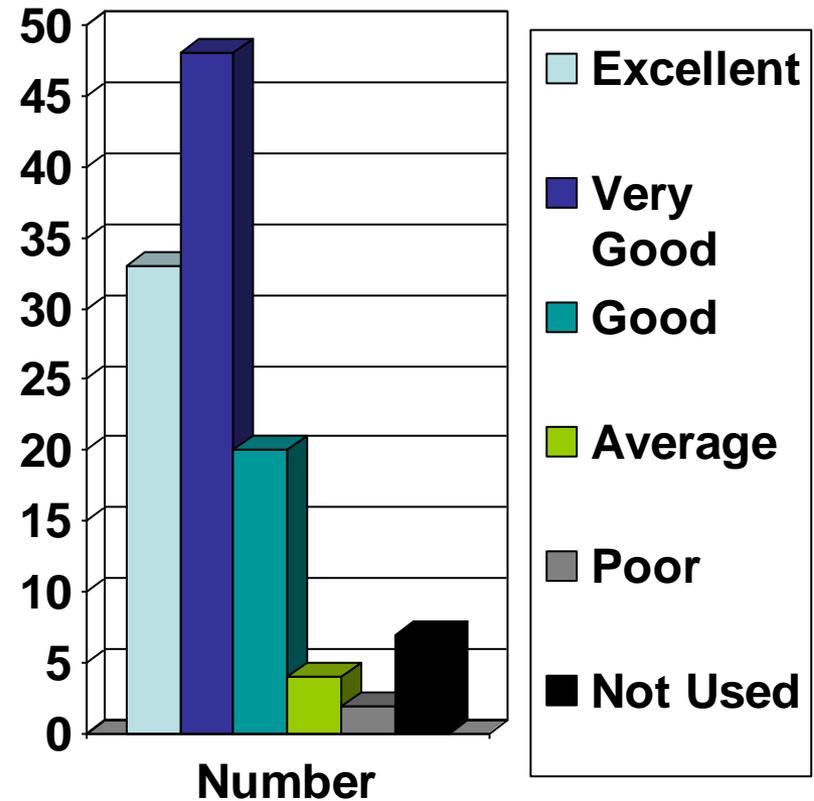
- How good is our system for providing you with an appointment on the same day with a Doctor when you feel you have an urgent problem?



Friends Road Medical Practice Patient Survey Results 2019/20:

Question 6 ~ Appointments & Choice

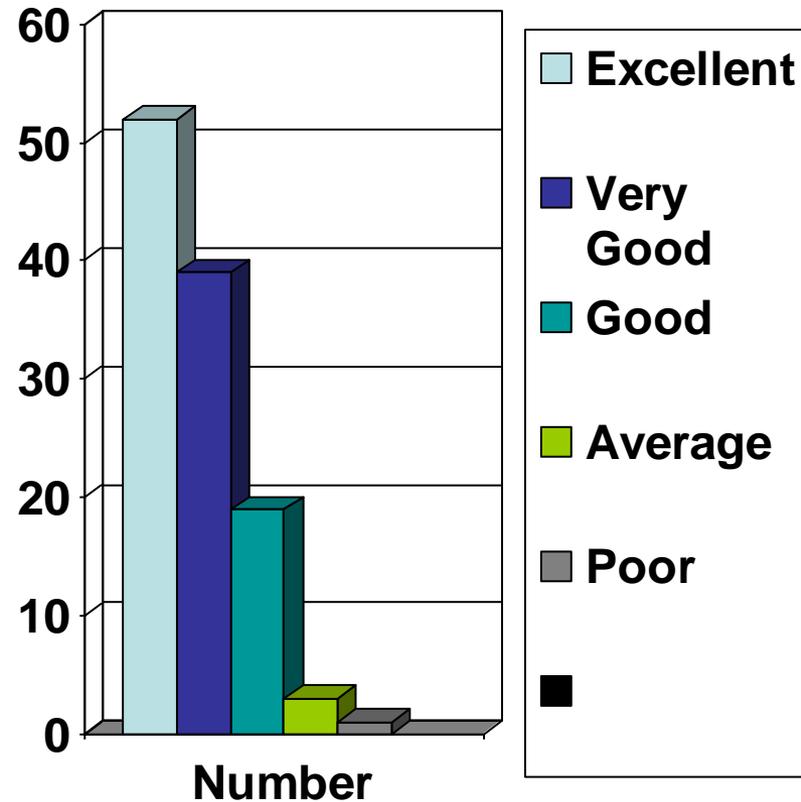
- How good is our system for booking different types of appointments with a Doctor or Nurse of your choice more than 2 days in advance?



Friends Road Medical Practice Patient Survey Results 2019/20:

Question 7 ~ Manner &
Attitude of Doctor or
Nurse

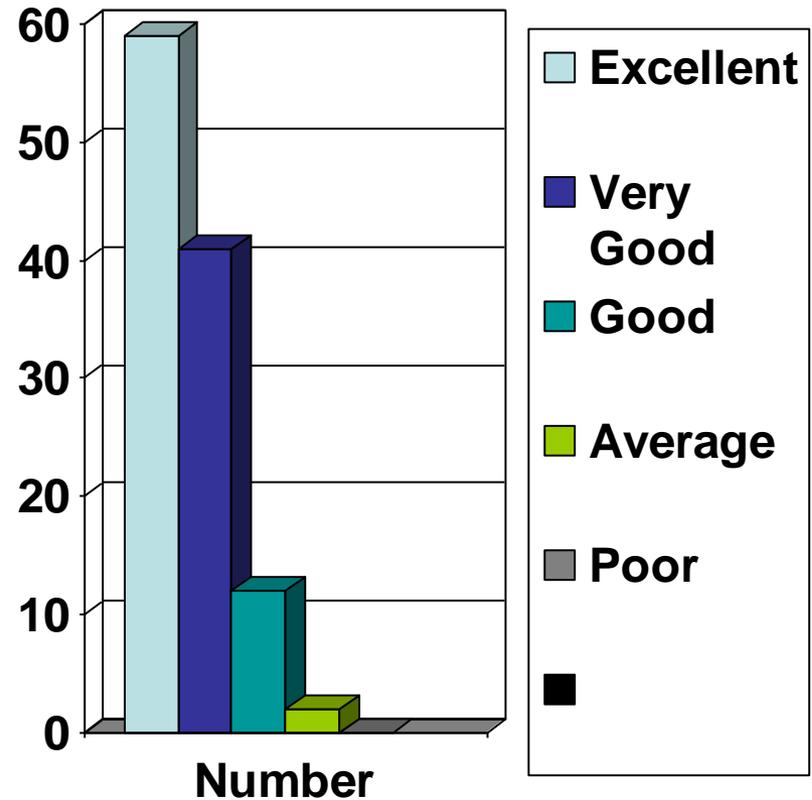
- When you last saw a Doctor or Nurse how would you rate their manner and/or attitude, i.e. putting you at ease, listening to you carefully and taking you seriously?



Friends Road Medical Practice Patient Survey Results 2019/20:

Question 8 ~ Satisfaction with
how the Doctor or Nurse dealt
with your problem

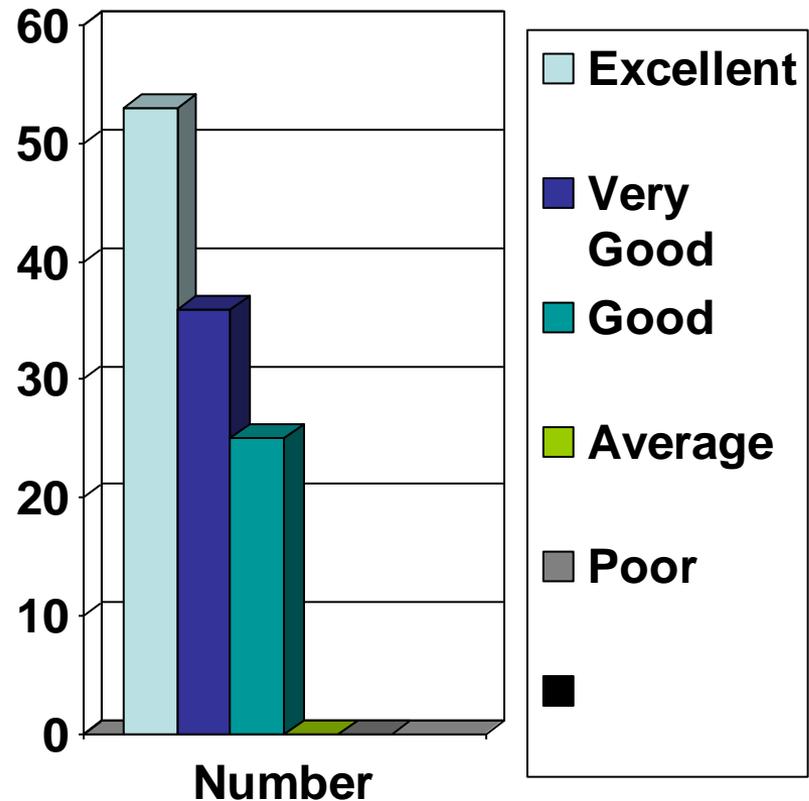
- When you last saw a Doctor or Nurse how well did you feel they dealt with your problems or ongoing conditions, i.e. by relevant questioning, any necessary examination, tests or referral or giving you appropriate and relevant information?



Friends Road Medical Practice Patient Survey Results 2019/20:

Question 9 ~ Overall
Satisfaction with the
Practice

- Overall, how satisfied are you with the service and level of care that you receive from the practice?



Friends Road Medical Practice Patient Survey Results 2019/20:

- Additional information about the Patient Participation Group (PPG) and the Practice Based Patient Survey can be obtained from the practice.