

THORNLEY STREET SURGERY – M92028

Patient Participation Group report for Thornley Street surgery (M 92028) 2013/2014.

Our PPG was first started in July 2013. We had an enthusiastic lady Mrs Marlene Lambeth who met initially with the Practice Manager Ms Karen Reid and Dr Hanora Richardson to discuss setting this up. A date was agreed for the first meeting. This was open to all patients and was publicised on posters in the waiting area and on our web site. The details were also emailed out to our virtual PPG which we had tried the previous year. The first meeting was held in August 2013 and there have been further ones every eight weeks or so since then. We also accept email addresses from any other patients who wish to be involved but are unable to attend in person. This group has now grown to 35 members.

At our last meeting in February we discussed a patient survey. The questions and time scale were agreed with the PPG and this survey has now taken place. The report from this survey is included. This has been emailed to all members of the PPG and they have asked for no changes currently. We will also be discussing the report at our next meeting in April and will see if any new actions are required.

We publicise our opening times on our website and also offer extended hours which are also publicised. The hours were discussed at an earlier PPG meeting but at present no new changes have been discussed.

We will continue to support our PPG in 2014.

Our web site address is www.thornleystreetsurgery.co.uk

Dr Hanora Richardson 13/3/14

Senior Partner