

Patient Participant Groups Review: Findings

We asked **41 participants** (see Equalities info. at end of report) the following questions.

1. Have you heard of Patient Participant Groups?

- 6 (14.6%) people answered *yes* they had heard of PPG's
- 29 (70.7%) people answered *no* they hadn't heard of PPG's
- 6 (14.6%) people answered were *unsure* if they had heard of PPG's

2. Does your GP Surgery have a PPG that you're aware of?

- 2 (4.9%) people answered *yes* their GP Surgery does have a PPG they are aware of
- 0 (0%) people answered *no* their GP Surgery does not have a PPG they are aware of
- 39 (95.1%) people were *unsure* whether their GP Surgery had a PPG

3. How frequently do you think PPG's should meet?

- 4 (9.7%) people thought PPG's should meet *weekly*
- 18 (43.9%) people thought PPG's should meet *monthly*
- 10 (24.4%) people thought PPG's should meet *quarterly*
- 3 (7.3%) people thought PPG's should meet *twice per year*
- 2 (4.9%) people thought PPG's should meet *once per year*
- 4 (9.7%) people were *unsure* how often PPG's should meet

4. How should patients be selected to participate in PPG's?

- *Patients who visit regularly from different backgrounds and representative of the community (including Disabled residents, a mix of ages and genders).*
- *Patients with different medical conditions*
- *open to everyone*

5. What topics do you think PPG's should cover?

- *Issues relevant to GP surgery*
- *opening times*
- *waiting times*
- *customer service*

- *people missing appointments*
- *better access to your own doctor,*
- *Patient satisfaction*
- *health & wellbeing*
- *prevention*
- *improvements*
- *problems*
- *sympathetic GP's*
- *drug & alcohol awareness*

6. How do you think patients should be notified of the outcomes from PPG meetings?

- 2 (4.9%) people thought patients should be notified by *Phone Call*
- 22 (53.7%) people thought patients should be notified by *Letter/Newsletter*
- 13 (31.7%) people thought patients should be notified by *Email*
- 3 (7.3%) people thought patients should be notified by *Text Message*
- 4 (9.7%) people thought patients should be notified by *Notice Board*
- 3 (7.3%) people were *Unsure/Other* how they should be notified

7. Any other comments?

- *The groups should be promoted more widely*
- *Happy with surgery, but patients could be more involved more with decisions.*
- *I'm not really interested in these groups.*
- *I have confidence in service*

Equalities Information - Who we spoke to?

Age:

- 16-24 - 8 (19.5%)
- 25-34 - 4 (9.7%)
- 35-44 - 6 (14.6%)
- 45-54 - 10 (24.4%)
- 55-64 - 3 (7.3%)
- 65+ - 8 (19.5%)

Gender:

21 (51.2%) men and 20 (48.8%) women

Ethnicity:

- 31 (75.6%) *White British*
- 4 (9.7%) *Asian or Asian British-Pakistani*

healthwatch

Blackburn with Darwen

- 2 (4.9%) *Asian or Asian British-Indian*
- 1 (2.4%) *Black or Black British-African*
- 3 (7.3) *Other*