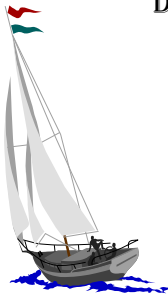


# **FOWEY RIVER PRACTICE**



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## Fowey River Practice Patient Participation Group (PPG) end of year summary

We are pleased to be working with our PPG group and have met with them regularly over the last year. They have provided The Practice with a valuable insight as to Patients' views and priorities.

We have agreed and actioned a number of changes as a result of these discussions & organised survey, the results are available on our website:-

- To change the current telephone system and remove the 0844 number
- To look at ways of addressing DNA'd appointments (patients who did not attend their appointments) on average 260 missed appointments a month.
- The PPG group have agreed to facilitate a program to increase patient's awareness & understanding regarding the Care Data initiative

In the forthcoming year the PPG will be contacting patients to share information around the care data and other areas.

The PPG is particularly looking forward to welcoming new members and to try and increase the representation of all the patient profile groups.

The latest patient survey shows high links of patient satisfaction with their consultations. There are clearly always areas where we can improve and we will look to develop these in consultation with the PPG group over the next few years.