

THE CRANBORNE PRACTICE PATIENT PARTICIPATION GROUP (PPG) AWARENESS SURVEY 2019



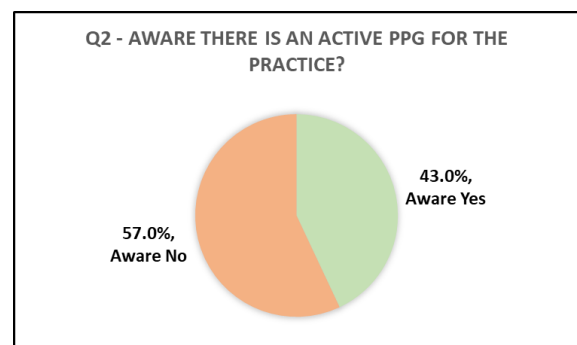
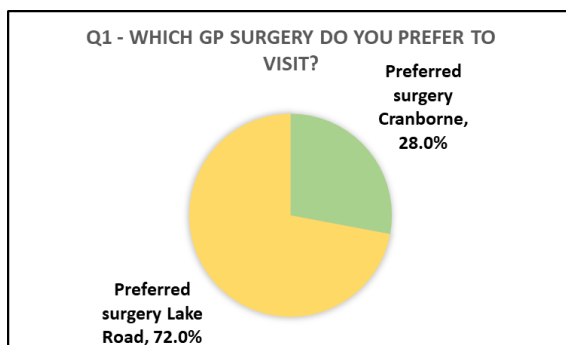
During 2019, The Cranborne Practice Patient Participation Group (also known as a PPG) agreed there was a need to reinvigorate the Group and discussed how best to raise awareness of the PPG and how a wider audience might be engaged. To this end, the Group agreed to carry out a patient awareness survey which was carried out between 20th November and 20th December 2019. The survey sought to obtain patient feedback on their awareness of and willingness to participate in the Patient Participation Group for the Practice.

Printed copies of the survey were made available in surgery waiting areas at both Cranborne and Lake Road surgeries and copies were also handed out by HCA Helen Northway. An online version of the survey was also created, and details and a link uploaded to the Practice website and Facebook page. The Facebook post was shared to local Facebook groups, Verwoodians and The Real Verwoodians.

This document summarises the response and suggests next steps for the Patient Participation Group to consider at their January 14th meeting.

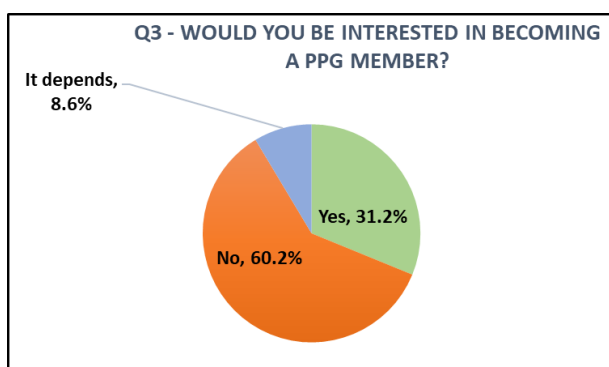
Overall responses

Total responses received were 93, with responses split 50/50 between online and paper survey responses. Most respondents preferred to visit the Lake Road surgery . . .



. . . and overall 57% of participants responded they were not aware there is an active PPG.

The preface to Q3 explained a bit more about what the PPG seeks to do and that PPG members currently meet every other month at alternating Cranborne and Verwood sites. Most participants responded that they were not interested in joining the Group, largely indicating that they were not able to attend meetings.

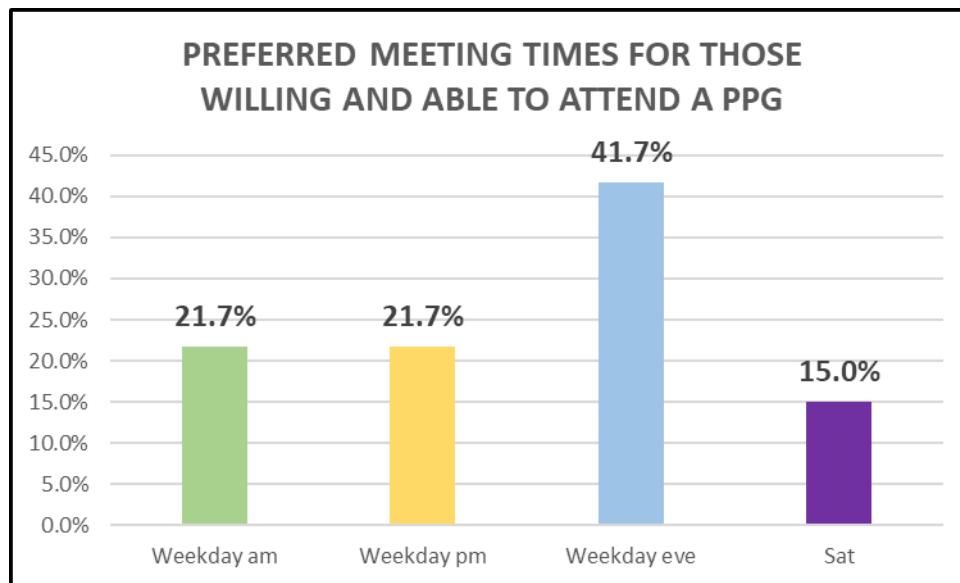


For those who indicated "It depends" their comments included:

- *Work full time so time of meeting is an issue.*
- *What is involved; what I would have to do*
- *I am overcommitted already*
- *I don't think this is about patient participation. It's about other things.*

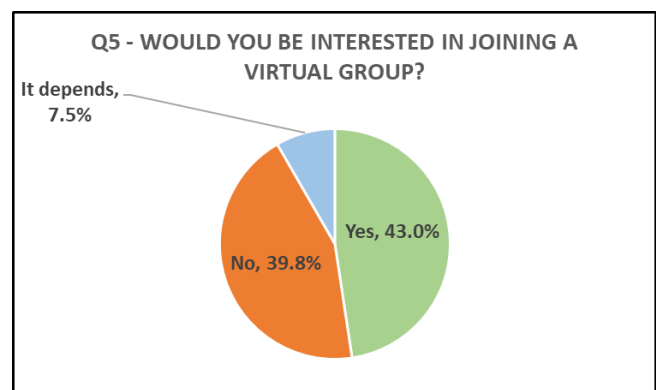
51.6% of overall respondents indicated that they were unable to attend a meeting.

Q4 asked for those who were willing and able to attend meetings, what would be the preferred meeting times. While the time receiving the largest percentage was weekday evenings, other times were identified as viable for many respondents.



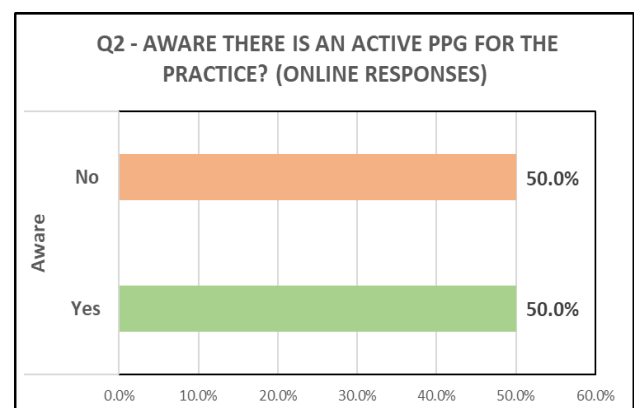
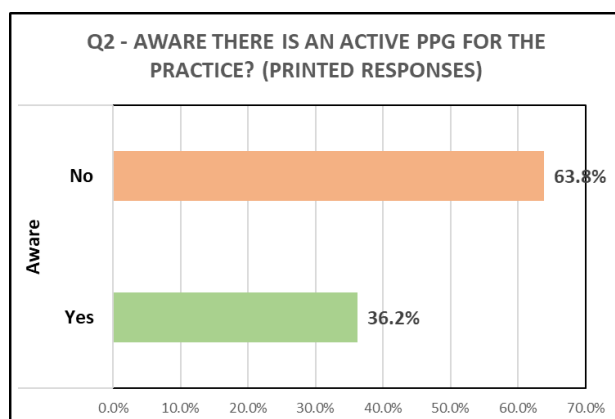
The final question related to the creation of a “virtual” group offering the ability to provide input and share views without attending locally held meetings. More participants expressed an interest in joining such a group, with several indicating “It depends.” Here comments included:

- How it would operate; what I would have to do.
- Depends on timing

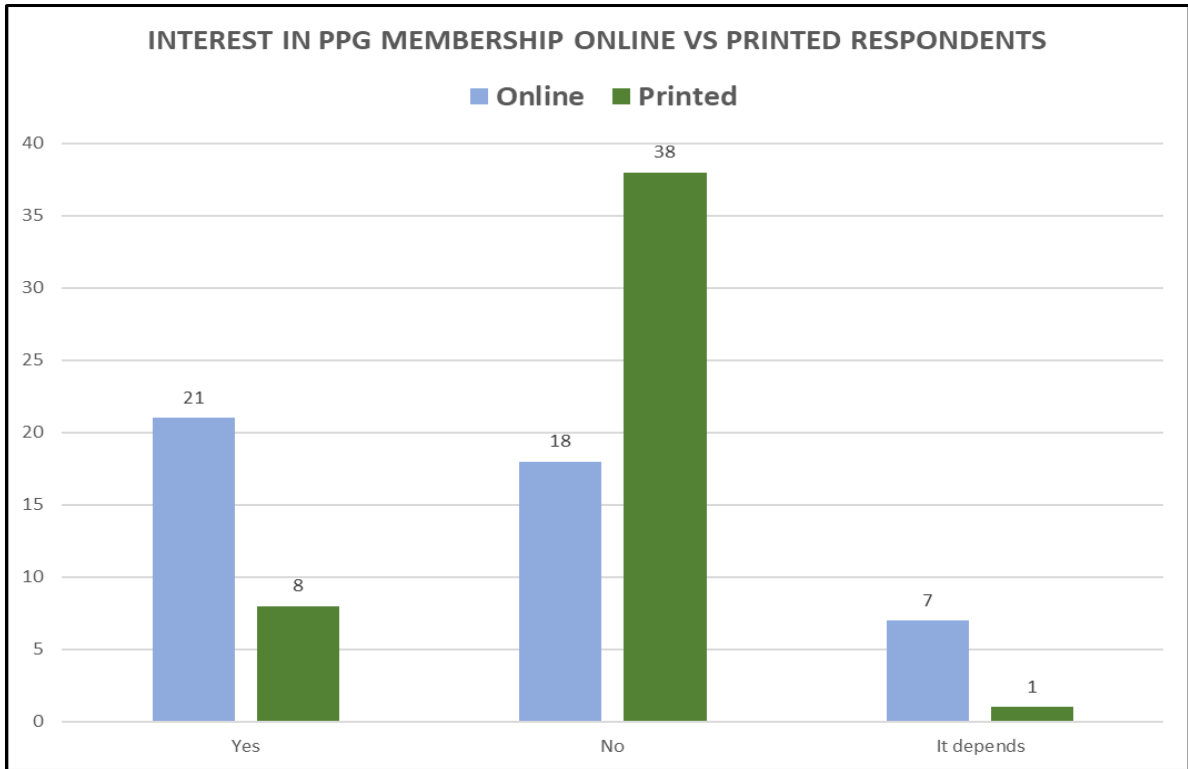


Online vs Printed Responses

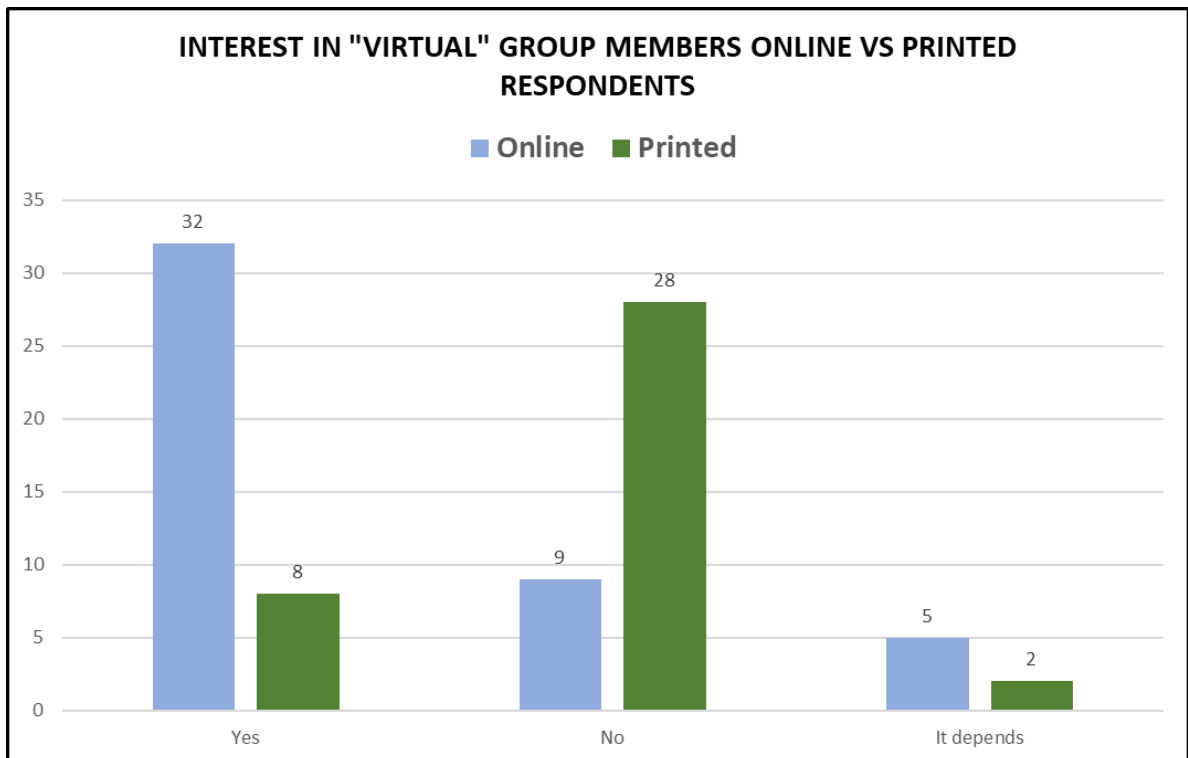
When looking at the online vs paper responses, those who responded on printed surveys are generally less aware of the PPG than those who responded online:



And those who responded on printed surveys were much less interested in becoming PPG members while online responses were more evenly spread . . .



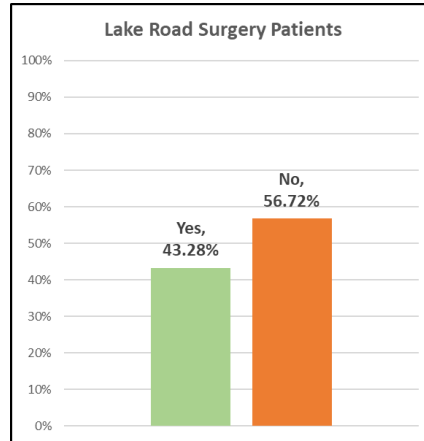
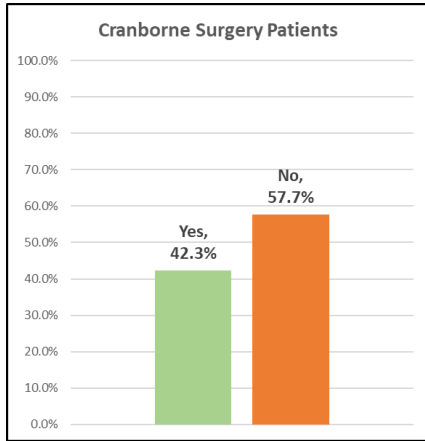
. . . while perhaps unsurprisingly more online respondents expressed interest in joining a “virtual” group:



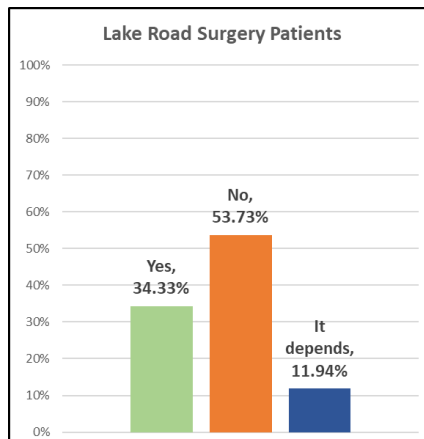
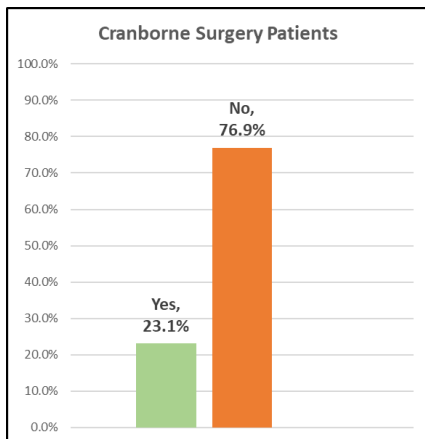
Cranborne vs Lake Road Responses

Looking at the responses from participants who indicated a preference for attending the Cranborne Surgery or the Lake Road surgery, the charts below set out similar awareness of the PPG but differences in views on interest in participation.

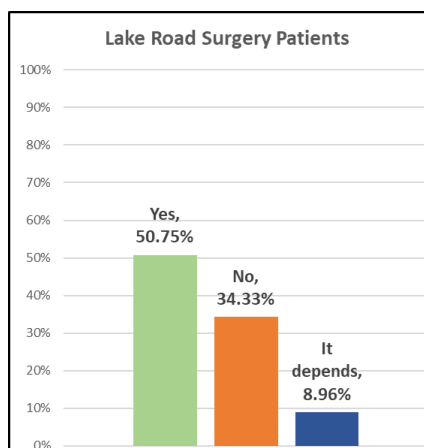
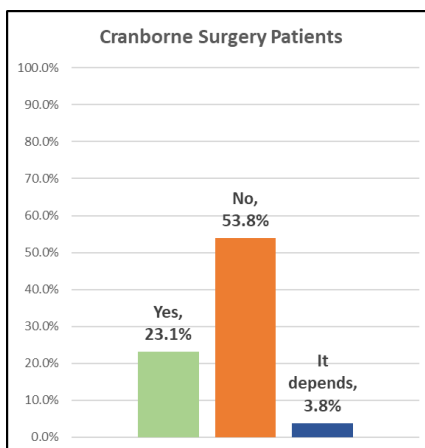
Are you aware that there is an active Patient Participation Group (PPG) for The Cranborne Practice (including Lake Road Surgery)?



Would you be interested in becoming a member of the PPG for this Practice?



If a "virtual" group were created, would be you be interested in becoming a member?



Other points

In total 56 people responded that they were not interested in becoming a member of the PPG with 86% of these indicating that they could not attend a meeting at any of the suggested days and times offered. Only 7 of these indicated that though they were not willing or able to attend a meeting they would be interested in a “virtual” group.

All those who completed an online survey answered all 5 questions. However of those who responded on paper, just under 13% of printed survey responses (6.4% of total) only answered the first 3 questions which we listed on the first page, leading to the conclusion that they had not realised there were more questions on a second page! The second page questions related to preferred dates and times of PPG meetings and interest in joining a “virtual” group.

Next steps

Survey results will be shared with PPG members by email, on the PPG Facebook page and at the next scheduled PPG meeting on 14th January. The PPG will be asked to consider the following recommendations:

1. To share the results with a wider audience via the Practice website, the Practice Facebook page and shared on local Facebook groups Verwoodians and The Real Verwoodians.
2. To consider how many of the 6 anticipated meetings per year should be held across preferred meeting times and days.
3. To consider options for publicising the existence of the PPG and the benefits for patients of joining the Group.
4. To consider the approach to a virtual group for those that are not willing or able to attend a meeting. A PPG Facebook page for the Practice has been created but other mechanisms may be employed to promote two -way interaction and participation from a wider number of the 10,000+ patients that The Cranborne Practice serves.