

Churchdown Surgery

Patient Participation Group Report 2014 / 2015

INTRODUCTION

The Churchdown Surgery Patient Participation Group formed in December 2011, with meetings commencing monthly since January 2012 (with the exception of the summer holidays) until 2015 when the meetings became bi-monthly.

The objective of the group is to include patients in the decisions that lead to changes to the services that the practice provides, and to act where possible on the view of the patients. This will enable patients to also be involved in the future provision of healthcare provided by Churchdown Surgery and support the practice in the quest for long overdue new premises.

GROUP PROFILE

The group started in April 2014 with 9 members, which unfortunately reduced to 8 as one of our members had to leave the group due to personal circumstances. The group now consists of 5 ladies and 3 men with an age demographic of: -

0 – 34 years	-	0
35 – 44 years	-	1
45 – 54 years	-	2
55 – 64 years	-	2
65 – 74 years	-	1
75 – 85 years	-	2

The group is not representative of the practice population, for which the practice and its group members have been proactive in trying to recruit new members. This has been undertaken via word of mouth, posters in the patient waiting areas and our practice website.

In June 2015 the group will be hosting a health awareness focusing upon “the sun & your skin”. During this event leaflets will be distributed throughout the evening to highlight the group and hopefully raise its profile.

PATIENT FEEDBACK

Over the last few years the practice has used the Improving Practice Questionnaire compiled by CFEP surveys. This year with the introduction of the Family and Friends Test (FFT), the survey was not required.

The FFT is a feedback tool to gather useful information from our patients who use our services to identify areas where improvements can be made so practical action can be taken and inform current and prospective patients about the experiences of those who use our practice. Patients are asked to complete feedback as to whether they would recommend our practice to their family and friends, which is collated on a monthly basis and reportable to NHS England. The feedback is published in a report format and viewable on our website and in our patient waiting areas.

The practice welcomes feedback and also has a suggestion box in the patient waiting room and also listens to patients who raise concerns or comments face to face.

As a result of the patient satisfaction achievement in 2013/2014 the group had agreed that no formal action plan was necessary.

Churchdown Surgery

Patient Participation Group Report 2014 / 2015

This year the group met in March to review the feedback from January and February and following discussion formalised an action plan, appendix A.

The practice has received excellent feedback, which is shared with the staff and any areas of concern are discussed monthly. Please visit churchdownsurgery.co.uk to view the reports for January and February. Any comment that has feedback that a patient would be unlikely or extremely unlikely to recommend us is personally addressed and a response from the practice is included in the monthly report.

We appreciate that not everyone will experience a full personal satisfaction from our practice and services, but patient feedback is an essential tool that helps us deliver a high standard of care that is focused on the needs of the local community.

PRACTICE OPENING HOURS

As a result of the patient satisfaction survey the practice opening hours remain unchanged from previous years. The practice's opening hours are: -

Monday – Thursday: 8am – 6.30pm

Friday: 8am – 1pm 2 – 6pm

Patients are able to book GP appointments by telephone, in person or our on-line booking system both on the day and in advance, up to 6 weeks.

Appointments for Practice Nurses and our healthcare support team are only bookable via the telephone or in person.

Additionally the practice offers extended hours GP appointments, which are bookable in advance. This service is for patients who are unable to attend an appointment during core opening hours. These appointments altered during 2014 to remove the Saturday morning surgeries as these were not utilised due to the practice's excellent access to appointments.

The extended hours appointments are: -

Monday – Thursday evenings: 6.30 – 7pm

Wednesday & Friday mornings: 7.30 – 8am

The practice phone lines are closed Monday – Friday from 1 – 2pm and the practice is closed from 1 – 2pm on Fridays.

This report will be published on our website at www.churchdownsurgery.co.uk and will be in our spring patient newsletter, which will be also circulated in the practice.

Churchdown Surgery would like to thank the members of the Patient Participation Group, the patients and members of the practice team for their support to the practice.

Mrs. Trudy Morris – Practice Manager
March 2015

Churchdown Surgery

Patient Participation Group Report 2014 / 2015

Appendix A

2015/2016 Practice Action Plan

Priority For Action	Proposed Changes	By Whom	Timescale
Literature and reading materials	A member of the practice team will review the magazines and patient literature for their contents, relevancy and currency.	Janet	Monthly
Patient awareness regarding the various appointments offered by the practice and how the appointment system works	The practice will create a patient information leaflet detailing how to get the most appropriate appointment for their needs.	Trudy	March 2015
Patient awareness regarding the reasons that waiting times can occur.	An information postcard will be created and placed on the walls around the patient waiting areas explaining why a doctor may run late and how each patient is important and consultations should not be rushed. A leaflet format will also be created for receptionists to explain to patients.	Trudy	March 2015