

# **Churchdown Surgery**

## **Patient Participation Group Report 2013/14**

### **INTRODUCTION**

The Churchdown Surgery participation group formed in December 2011, with meetings commencing monthly since January 2012 (with the exception of the summer holidays).

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 their quest for new premises.

### **GROUP PROFILE**

During the later end of 2012 the group numbers unfortunately decreased to 6, at the end of 2013 this had increased to 10 with new members joining the group, but sadly some leaving due to personal commitments and health reasons. This reduced the group to 9, consisting of 5 ladies and 4 gentlemen with an age demographic of: -

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

The practice and the group members are proactive in trying to recruit new patients to join the group by word of mouth, posters in the practice waiting room and promotion of the group on the website. The group this year held an awareness evening focusing upon heart disease and diabetes, raising publicity for the group.

It is appreciated that the group is not representative of the practice population so new members are most welcome; however the group are delighted with the recent additions to the team.

### **THE PATIENT PARTICIPATION SURVEY**

In January 2012 it was agreed that by the group that the patient survey would be undertaken by CFEP who produce an improving practice questionnaire, which ask questions about patient access, the practice, the practitioners, the staff and other areas of patient care. This was subsequently repeated in January 2013 and again in December 2013 to ensure that the statistics can be benchmarked and scored each time to see where improvement had increased or decreased.

During the recent survey in December 2013 the practice publicised on their website and with posters locally informing patients that the survey was being undertaken. Throughout the month patients attending the surgery were asked to complete the questionnaire, for our population of 13,615, 312 were completed, which represents 2.3% of the practice population.

The results of the survey were circulated in advance of the group's January meeting (this can be viewed on the practice website: [www.churchdownsurgery.co.uk](http://www.churchdownsurgery.co.uk)) at which 4 practice staff were present, Trudy Morris - Practice Manager, Dr. N. Wilson – GP Partner, Julie Pitt – Lead Receptionist and Alison Scott – IT & Admin Lead.

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It was confirmed that the actions from the 2012/2013 report had been actioned, these being: -

- Telephone access: - The practice has changed its telephone number to a 01452 899762 number; however this was only done in November a month before the survey.
- Waiting rooms: - The practice had introduced a children's play table in each waiting room, new leaflet and magazine holders and children's books.
- Waiting times: - The receptionists where possible endeavour to inform patients when waiting times occur.

The outcome of the patient survey had been very positive, with a good level of improvement overall to that of the previous survey.

From the 6 questions relating to access to the practice, 5 results are in the top 25% (exceeding that of the national average) with the remaining one – opening hour's satisfaction equalling the national average. For scores relating to: - about the practitioner, about the staff, complaints / compliments, illness prevention, reminder systems and second opinions / complimentary medicine all met or exceeded the national average.

Waiting times are equal to the national average and was one of the action points from the previous year. This is a very difficult area to get overall satisfaction, as it is appreciated that waiting long periods of time is not acceptable; however for a patient in need of extra care a longer consultation is required. The practice where possible ensures patients are informed of any delays and to help patients, each waiting area displays a poster asking patients to inform reception if they have been waiting longer than 15-minutes.

The only one that failed to meet the national average was that of the comfort of the waiting room. This was disappointing as the practice had introduced a children's play table and books in each waiting areas with new magazine racks, leaflet dispenser and notice boards, with a new coat of paint to brighten each area. This is the main area of comment and generally relates to the age and layout of the building, especially downstairs. An idea floated was put some questionnaires in the downstairs waiting area to ask patients how they feel it could be improved, however it is acknowledged that some changes are unachievable due to some financial aspects and the practical constraints of the building.

The main comments were that of gratitude, with multiple comments relating to the need for a new surgery with improved parking, environmental aspects. Although the comments relating to the practice premises and parking can be reflected upon as negative, they are also viewed as positive as this highlights the ongoing need for new premises.

The most positive comments are those relating to the clinical and practice team support given to patients, with the highest score being that of appointment satisfaction, access to the practitioner, the staff and clinical services. These are essential, core components of General Practice and we are pleased these are highly rated by our patients.

As a result of the patient satisfaction achievement it was agreed that no formal action plan was necessary this year and the main priority for the forthcoming year, as it was agreed with the PPG members and practice members present, is to carry on providing and further improving on the already high standard of care that the practice provides.

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### **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 an extended hours GP appointment systems that is bookable in advance. This service is for patients who are unable to attend an appointment during core opening hours: -

Monday: 6.30 – 7.30pm

Friday: 7.20 – 8am

Saturday: The second Saturday of the month 8 – 10am

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](http://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, their patients and members of the practice team for their support to the practice.

Mrs. Trudy Morris – Practice Manager

March 2014