

PATIENT PARTICIPATION GROUP REPORT 2011/ 2012 **CHURCHDOWN SURGERY**

INTRODUCTION

The practice formed its patient participation group (PPG) towards the end of December 2011, with the first meeting held on January 12th 2012. The group is structured with a Chairman, Deputy Chair and Secretary.

The objective and aims of the group are that the PPG will: -

1. Contribute to practice decision making and will consult on service development and provision.
2. Provide feedback on patients' needs, concerns and interests and challenge the practice constructively whenever necessary.
3. Serve as a 'safety valve' for dealing with grumbles and complaints about the practice – representing patients but also helping them to understand the practice's viewpoint.
4. Assist the practice and its patients by arranging voluntary groups / support within the community.
5. Communicate information about the community, which may affect healthcare.
6. Give patients a voice in the organisation of their care.
7. Promote good health and higher levels of health literacy by encouraging and supporting activities within the practice and promoting preventive medicine.
8. Influence the provision of secondary healthcare and social care locally.
9. Monitor services, e.g. hospital discharge and support when back in the community.
10. Give feedback to NHS Trusts on consultations.
11. Fundraise for medical equipment or other facilities to improve the practice and / or fund the activities of the PPG.

The group profile is currently made up of 11 members, 6 males and 5 females, of the following age groups: -

0 – 14	
15 – 34	3
35 – 44	
45 – 54	1
55 – 64	3
65 – 74	2
74 +	2

PATIENT PARTICIPATION GROUP REPORT 2011/ 2012 **CHURCHDOWN SURGERY**

GROUP REPRESENTATION

At the first meeting two priorities were identified. The first was ensuring the group is representative of the practice population and secondly to establish wider patient views via a patient satisfaction survey. The practice has 13,329 patients on our practice list as at March 28th 2012, with an average breakdown of age, gender and social backgrounds.

The practice took the initial steps to recruit patients for the patient participation group by placing posters and leaflets in the waiting room, advertising on the practice website and by word of mouth. It was acknowledged at the second meeting that the group was not wholly representative of the practice population in age and ethnic demographics.

Following the second meeting an advert was placed in the Gloucestershire Citizen, the Practice Manager liaised with the Health Visitor team and placed a poster in the local Hive – the support community centre for those based at Imjin barracks. Additionally, following contact to one of the local comprehensive schools, the group gained representation from two sixth-former. As yet, no further patients have expressed an interest; however the practice is pro-active and will continue to endeavour to recruit as required.

PATIENT SATISFACTION SURVEY

The PPG are very pro-active and fully support the practice in delivering a high standard of care and patient services. The concept of a patient satisfaction survey was discussed and the various methods that could be used, however it was agreed that the Improving Practice Questionnaire would be used from CFEP UK Survey Reports. This questionnaire has a broad spectrum of questions covering all aspects of importance and is used nationally by many practices, thus allowing comparative results.

To advertise the survey was being undertaken posters were placed in the surgery and an article was placed in the Gloucestershire Citizen along with the promotion of the PPG. The survey was held in practice over a fortnight during the beginning of February, with random patients being asked to participate. This was very popular with patients, resulting in a high return of questionnaires increasing the validity of the survey.

The results of the patient satisfaction survey were received by the end of February and forwarded to all members of the PPG to digest prior to the March meeting, where the contents were fully reviewed and discussed. At this meeting a Partner, the Practice Manager, Lead Receptionist and Nurse Manager attended to involve all elements encompassed in general practice.

The overall responses are very positive, reflecting the services provided and the manner in which patients are treated. The comments included in the feedback are also encouraging with multiple remarks relating to being a good practice but acknowledgement that the practice needs new and modern premises to continue its patient care.

PATIENT PARTICIPATION GROUP REPORT 2011/ 2012 **CHURCHDOWN SURGERY**

When discussing the patient satisfaction survey, the statistical outcomes were reviewed and that of the patient comments. The survey is on our practice website at: - www.churchdownsurgery.co.uk

The least positive area of responses is that of the comfort of the waiting room and is the common theme noted within the comments. These relate to the decorative state, lack of toys or books for children, newspapers and magazines for patients, the music, lack of a clock and the high desk.

Also mentioned in the comments was the buzzer patient call system. The patient waiting times are rated as average, when taken in context of the whole survey. Although the telephone access is good, a lot of the comments relate to the practice's 0844 number and the cost of contacting the surgery.

Where areas had a financial or practicable impact, these were discussed and where possible changes made by agreement.

As a result of the discussions an action plan was agreed as documented in Appendix 1.

PRACTICE OPENING HOURS

As a result of the patient satisfaction survey, the opening hours for the surgery have not altered.

The practice is above national average with 5 areas falling in the top 25%, which relate to ability to book appointments or speak to a Practitioner on the telephone, the ability to see a Practitioner within 48 hours and the time given for appointments.

The practice is open: -

Monday to Thursday 8am – 6.30pm
Friday 8am – 1pm 2pm – 6pm

Patients can book appointments by contacting reception or via our on-line booking system.

Extended Hours – GP appointments only

Monday 6.30 – 8pm
Friday 7.20 – 8am
Saturday The second Saturday of the month: 8 – 11am

PATIENT PARTICIPATION GROUP REPORT 2011/ 2012
CHURCHDOWN SURGERY

Appendix 1: Churchdown Surgery Patient Satisfaction Action Review Plan

<i>Priority for Action</i>	<i>Proposed Changes</i>	<i>Who needs to be Involved?</i>	<i>What is an achievable time frame?</i>
Comfort of the waiting room	<ul style="list-style-type: none"> ▪ Remove outdated stickers. ▪ Fresh coating of paint in the downstairs waiting area. ▪ Introduction of some children's books in both waiting areas. ▪ Regular updated magazines. ▪ A small children's play table in the downstairs waiting room. ▪ To alter / remove the buzzer patient call system. 	Trudy & Julie	October 2012
A review of the practice telephone system and its 0844 number.	<ul style="list-style-type: none"> ▪ To investigate the option of a local geographical number for patients to utilise, especially those calling from mobiles or those with pre-paid plans. ▪ If a viable option – advertise this new facility. ▪ For Partners to discuss the future of the 0844 NEG contract. ▪ To advise patients of the practice's plans when the current NEG telephone contract ceases. ▪ Promote the on-line booking of appointments. 	Trudy	July 2012
Waiting times.	<ul style="list-style-type: none"> ▪ To discuss in-house how waiting times can be managed. ▪ To ensure all patients are informed when of waiting times, when Practitioners are running late. 	Trudy & the Partners	August 2012

PATIENT PARTICIPATION GROUP REPORT 2011/ 2012
CHURCHDOWN SURGERY

Churchdown surgery would like to thank the members of the patient participation group, their patients and their staff for their support to the practice.

Mrs. Trudy Morris – Practice Manager
28.3.2012