

Patient Participation Group Report 2013

Our PPG was established in 2004. In order to recruit members to the group we advertised in the waiting room, this was not successful so the Practice Manager approached patients when they came to the surgery and asked them if they would be interested in attending the surgery for a patient group meeting. We now have 12 members in the group.

We know some patients find it difficult to attend the surgery for our meetings which are held at lunch time. We now have email membership, this suits young mums and patients who work full time.

Our patient group meetings used to be held every quarter now they are held every 6 months unless something arises at the surgery and we feel we need to have the patient group's opinion. We discussed the results of the patient survey with our Patient Group and also our action plan during the meeting.

The group is made up of 8 females and 4 males, ages ranging from under 20 years to over 70 years. Eleven of the patients are from British origin and one from African origin. The hardest age group to attract are young mums and young people in general. Our practice population is mainly white British; about 1% of our patients are of ethnic minority background.

The surgery is open from 8.30am-6.00pm Monday to Friday. Patients' can see a doctor or nurse from 8.40am-11.30am/ 3.00pm-6.00pm by appointment only. Monday, Tuesday & Friday we have an open surgery to see a doctor from 3.00pm-6.00pm. The phone line is open from 8.30am-6.00pm telephone number: 0114 2831710

We also offer extended hours appointments on Saturday mornings (between 9.00am-11.30am) to see a doctor or nurse.

Patient Survey 2012-13

We used the same company In Time Data which we used last year. This is a recognised company which the NHS approves of. We had a patient group meeting to look at the questions in the survey, we asked the group which issues are a priority to include in the Local Practice Survey. We asked the group about the survey questions whether anything needs to be amended or added. The group were happy with the questions in the survey.

We have completed our Annual Patient Survey in November 2012
We handed out 280 patient surveys between August 2012 to November 2012, we received 167 (59.5%) replies. The surveys were handed out after the patient had

seen Doctor or Nurse, also the Receptionists handed the surveys out when the patient came to see the Health Care Professionals.

This year In Time Data have split the results into – In house Survey (**the surgery has done this survey**) and Postal Survey (**this has been taken from Ipsos Mori survey**).

We met with the Patient Participation Group on 24 January 2013 to discuss the results of the Local Practice Survey the Patient Participation Group agreed for the following action plan. The Group and the surgery were very happy with the results.

The Local Patient Survey will be available on our website and in our waiting room.

Action Plan from our Patient Group Survey 2012/13

As a result of our Patient Survey and comments received

The practice scored 80% positive answer for this question (answering the telephone)

- **How easy is it to get through to someone at your GP practice on the phone?**
We have had a meeting with the Receptionists, we have asked them to try and answer the phone within 5 rings.

77% of our patients are happy with this question (waiting to see the doctor)

- **How do you rate – how long did you wait for your consultation to start?**
We put this question to our Patient Group. The Practice Manager had looked at the waiting times before the patients' consultation had began. The waiting times are a lot longer at our evening drop in surgeries; we asked the group if they would like to change the drop in surgeries to all appointment surgeries. The entire group was unanimous in their decision that they like the drop in surgeries, rather than all appointments. We offered to do a patient survey on this question; the group did not want this.

We had 28 patient comments from our survey 86% of the comments were favourable to the surgery

Here are the negative comments: As a result of which we have made changes

- **We were asked about nurse appointments finishing later than 5.30pm.**
Practice Comment: *One of our Practice Nurses now has appointments up to 6.00pm*
- **One patient would like toys in the waiting room as well as books**
Practice Comment: *We do not have toys in the waiting room, this is a Health & Safety hazard. If toys are left on the floor patients can trip over these.*

- **Would like links to alternative treatments more evident/+ linked through NHS**

Practice Comment: *We have also added more links to more services on our Website.*

- **On line appointments are not convenient for people who work**

Practice Comment: *We have now made internet appointments available for Wednesday afternoons after 5.30pm in addition to our morning internet appointments. Patients can also order repeat prescriptions' on line.*