

LOCAL PATIENT PARTICIPATION REPORT

- The Patient Participation Group(PPG) consists of 5 members.
 - There are 3 women and 2 men.
 - Ages range from 35 to 75. They include a young mother, working age patient, a patient with a long term condition and 3 retired members.
 - This reflects our patient demographics
 - We formed the group by encouraging enquiries by posters in the waiting room and writing directly to patients. We tried to include patients' with disabilities and learning difficulties but there was no reply to the letters sent to these patients.

- At the initial meeting of the group on the 24th of April 2013 the group discussed its role
 - The purpose of the group is to be the voice of the community, to try and improve the services of the surgery and to take on board any suggestions for this from the group members and from their wider communication with patients.
 - At this and subsequent meetings the group discussed the priority areas to be included in the practice survey and to help develop a new practice website and 'test-drive' it. All discussions can be found in the practice minutes of meetings on the practice website.

- The practice survey was agreed and distributed in December 2013 and January 2014.
 - 200 surveys were distributed and notices were put on the Practice website and surveys were placed in the Pharmacy and handed out by members of the Patient Participation Group.
 - The results of the survey were discussed at a meeting of the PPG held on the 12th February 2014.

- An action plan was formulated by the group based on the results of the patient survey.

The action plan from the survey was:

A memo to be sent and displayed for all staff who answer the telephone to make answering this a priority. A full Practice meeting with all staff is to be held in February/ March to reiterate this and discuss the findings of the survey.

When funds allow, the Practice will investigate putting in an automatic door at the front but obviously this will be highly costly and unfortunately the funds are not available at present.

The Practice will also continue to publicise the on-line booking and patient check-in screen as only a minority of patients seem to know about this or use it.

There were a few comments about how patients would appreciate evening opening and therefore it is not widely known that the surgery is open until 7 pm on two evenings, even though this is on the Practice website. It was decided that the opening times will be placed more prominently by the front door so that more people are aware that we are already open in the evenings.

- Detailed results of the practice survey can be found on the website or by clicking [here](#).

In summary: In general, it was felt that the results of the survey were excellent. The Practice scored highly on the surgery being open at times 'convenient for you' at 93.6% of patients answering yes and only 6.4% answering no.

Dr Macnaughton-Jones had asked if anybody was interested in an early morning opening on a Monday morning instead of one of the late night openings until 7 pm.; nobody said that they wanted this and so the current extended hours will not change. The vast majority of appointments are made by 'phone but 10% of people are using the on-line system and of those making appointments over 96% found it very easy and 95% found they were able to make an appointment within a reasonable time period of their request.

97% of patients found access to the building easy and 100% of people found the surgery to be clean. 99% of patients found the reception team helpful. 33% of patients had used the self-check-in service and of those that used it, 85% liked it. 12% of people had used the on-line booking system and of those that used it, 71% liked it. 96% of people didn't feel that they had to wait too long for their appointment once in the surgery and the satisfaction rates with the clinical staff were high with very few responses that were not in the 'very good' or 'good' category. 100% of people felt that they were given enough time to consider their consent to treatment or procedures and 100% felt that they were given enough information or assistance to make a decision on consent.

- **Surgery opening times**

The surgery telephones are open 8am to 6pm and services are obtained during these hours by telephone, online booking or attending the surgery in person. A walk-in surgery is run every morning where names are taken between 8.30am and 9.30am.

- **Extended opening hours**

The surgery is open for extended hours between 6pm and 7pm on Wednesday and Thursday evenings and both a doctor and nurse practitioner are accessible for booked consultations during this time.