

Thorpe Road Surgery

Patient Participation Report 2013/14

1. Our Patient Participation Group

1.1 If this is the first year of your PRG, has a constituted structure been developed to reflect the practice population and to obtain feedback? How were representatives sought and what work was carried out to engage with any underrepresented groups?

N/A

1.2 If this is not your PRG's first year, is the PRG still representative of the practice population? If there are underrepresented groups, how does the practice try to engage with them?

The PPG and the Practice are very aware of the importance of trying to ensure the group is representative of practice list. Both the group and the Practice have been actively seeking further representation from the practice's patients using prescriptions and notices to advertise the PPG. The group still has poor representation from the younger population and from some of the ethnic minority groups but we stress this is not for the lack of trying. It is hoped that the development of a virtual group might improve representation.

Component 2. Method and Process for Agreeing Priorities for the Local Practice Survey

Component 2

2.1 How were the views of the PRG sought to identify the priority areas for the survey questions i.e. a meeting, via email, website etc?

The PPG have this year very kindly carried out their own survey. The questionnaire was designed by the PPG and views of the practice sought prior to its distribution to patients attending the surgery during the w/c 03.06.2013. There was a good take up by patients though some patients had inadequate time in surgery to complete the form, and though they took it home it was not necessarily returned.

2.2 How have the priorities identified been included in the survey?

Questionnaire was designed around the mutually agreed priorities.

Step 3. Details and Results of the Local Practice Survey

3.1 Was a survey carried out between 01.04.13 and 31.03.14?

Yes w/c 03.06.2013

3.2 What method(s) were used to enable patients to take part in the survey (i.e. survey monkey, paper survey, email, website link) and why?

Paper survey with questionnaire handed out to patients by members of the PPG and receptionists, if patients had inadequate time to complete the survey, they were asked to take the form home and return it ASAP. It was felt that with members of the PPG present they could encourage patients to complete the form and ensure patients that individual confidentiality would be maintained.

3.3 Was the survey credible (was the response rate sufficient to provide 'the reasonable person' with confidence that the reported outcomes are valid)?

Yes, excellent response rate and by targeting patients actually attending the surgery it was felt that their responses would also be chronologically valuable. Patients were also able to complete the form at the end of the doctor/nurse consultation so they could reflect not only on previous visits but this visit as well.

3.4 Please provide a copy of the survey and the analysis of the results of the survey.

Copy of survey and analysis as provided by the PPG attached. The practice would like to acknowledge the hard work put in by the PPG and once again express our thanks for all the hard work they put in.

Component 4. Discussing Survey Results with the Patient Reference Group (PRG)

Component 4

4.1 How were the survey results discussed with the PRG and any proposed outcomes agreed?

Findings of the survey were discussed at PPG meeting which both Dr Bishop and Shah attended with Practice and Assistant Practice Manager. At the meeting the results of the survey were discussed and proposals put forward by the PPG for improvements were discussed in full.

Component 5. Agreeing an Action Plan with the Patient Reference Group (PRG)

5.1 What action plan was agreed and how does this relate to the survey results?

Recommendations from the survey and the actions agreed at the PPG meeting are as below:

Recommendations

1. Doorbell to be fitted for notifying reception when patients have difficulty with access to the Practice.
2. A local telephone number to be installed
3. A clock to be fitted in the waiting room
4. Drinking facility to be provided in the waiting room
5. Hand Gel Dispensers to be fitted in the foyer
6. The practice to consider ways in which patients can be informed of changes
7. The PPG and the practice to consider ways in which patients can become more aware of and involved in managing their own health
8. Further surveys to be carried out at least annually ensuring the high levels of patient satisfaction are maintained/increased and on specific topics as agreed by the PPG/Practice.

Actions

1. A doorbell to ease access has been fitted
2. A local telephone number has already been made available
3. Hand gel has been fitted in the waiting room]
4. The clock has been fitted
5. Changes introduced have been noted on prescriptions

5.2 How was the PRG consulted to agree the action plan and any changes?

This was all discussed and agreed at the PPG meeting attended by the Managers and Partners at the practice.

5.3 If there are any elements that were raised through the Survey that have not been agreed as part of the action plan what was the reason for this?

At the PPG Meeting the way forward was agreed, this did not mean that all suggestions were taken as originally proposed i.e. one patient had suggested electric doors to ease access to the surgery for the disabled the practice agreed with the PPG that would be an expensive solution which helped very few patients, an alternative solution was agreed and appears to be effective.

5.4 Are any contractual changes being considered? If so please give details and confirmation that these have been discussed with the AT.

No contractual changes were considered.

Step 6. Publishing the Local Patient Participation Report

Component 6

6.1 Are there any further actions that have occurred from the:

2011/12 Action Plan

Action Plan was fully implemented

2012/13 Action Plan

There have been comments about the telephone system and the 0844 number causing unnecessary expense to patients. A geographical telephone number has been implemented and the practice is in talks with their telephone provider to try and maintain some of the advantages of a digital system without the cost.

Hand Gel has now been provided in the waiting room, together with a clock and a bell has been installed at the main front door so patients with disabilities can request help.

The phlebotomy service and its move to the City Care Centre seems generally to have been well accepted by patients, although 2 patients did comment in the survey that they would prefer their blood tests to be in the surgery. A review of the phlebotomy service across Peterborough is being carried out by NHS England and as the results of the review become know the practice will re-visit the policy.

6.3 What are the practices opening hours and how can patient's access services during core hours (8am-6.30pm)

The Practice is open from 8am-6.30pm Monday to Friday and does not close for lunch. The practice can be accessed during these core hours by telephone or visiting the practice. There has been some discussion of trying to extend these hours but at this moment in time the practice is still waiting for more national guidance and perhaps the offer of funding.

6.4 Do you provide extended hours? If so, what are the timings and details of access to Health care Professionals during this period?

Yes. The practice provides extended hours on Monday evenings from 6.30-7.30, access at this time is by appointment and so far the practice has noticed uptake is still relatively low. Most patients are quite happy to access the surgery in hours and find that the surgery is normally very accommodating between the hours of 5.30-6.30pm by fitting those patients in who want to come after work, the practice has now stopped the early morning access as there was no significant uptake, on average one appointment per month.

7. Practice Declaration – this is only required as part of the report submitted to the AT

The Practice confirms that the above report is a true and accurate reflection of the work undertaken as part of the Participation DES 2013/14.

Signed and submitted to the PCT and published on the Practice website on behalf of the Practice by:

Name: **Zoe Forrest**

Signed: **Z C Forrest**

Surgery code: **D81615**

Date: **13.04.2014**

Website: **www.thorperoad.gpsurgery.net**

FOR AT USE ONLY

Date Report Received by the AT: _____ Receipt Acknowledged by: _____

Report published and evidenced on Practice website by required deadline: _____