

Marazion Surgery



Patient Participation Group Enhanced Service Report

March 2013

This detailed Local Patient Participation Report contains the information required under the document entitled 'patient participation directed enhanced service (DES) for GMS Contract Guidance and audit requirements for 2011/12 - 2012/13.

PPG Representation of the Practice Population

The PPG has been advertised on our electronic notice board in the waiting room at the surgery and on this website since late in 2011. Patients who express an interest are contacted by the PA to the Practice Manager and given further information. New members are always welcomed to the Group.

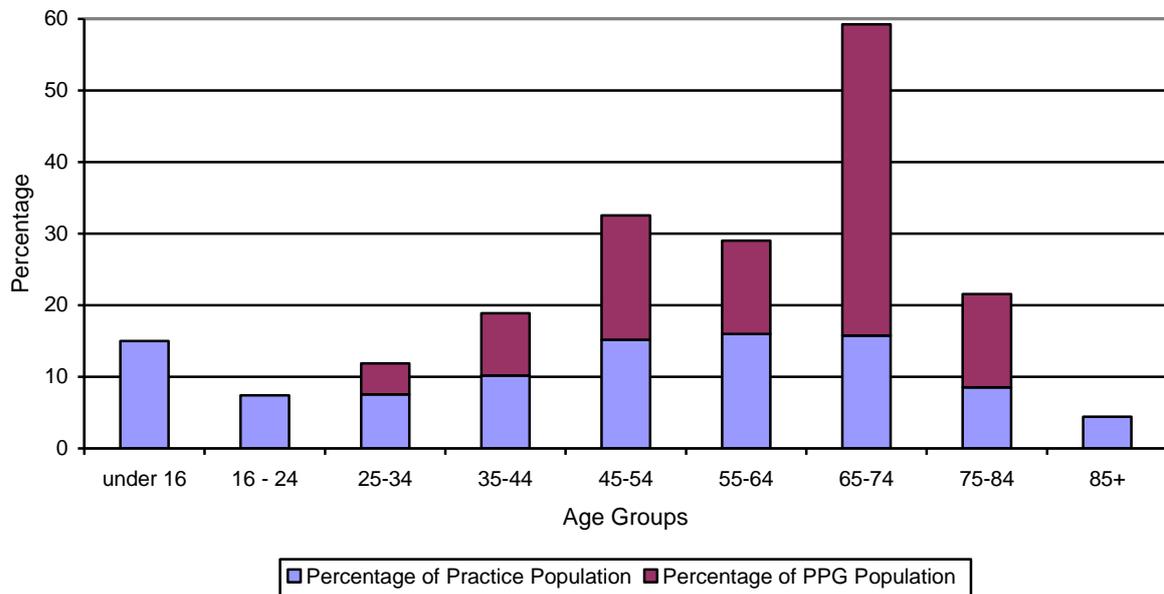
The group should represent patient points of view, it is important that everyone is represented: including people of different age groups, gender and ethnicity, patients who have been registered here for many years and patients who have been registered here for a few years, patients with learning or physical disabilities and those who rely on a carer to look after them either at home or in a local nursing or residential home.

When the Group was first being set up we looked at the demographics of our patient population; we have a high proportion of elderly patients. A letter was sent to a random selection of patients, male and female in each age group, and to patients of all ethnicities identified. The letter was also sent to patients who had contacted the surgery over the previous twelve months to express concern, make a complaint or to praise services. A letter was sent to over 60 patients, explaining briefly the purpose of the Patient Participation Group and inviting them to express an interest in the group and/or to attend the first meeting. Patients were asked to share the letter of invitation with their friends and family, to further extend the invitation to as many people as possible.

When the PPG was established there were initially eighteen members, twelve female and six male. The lower age groups were not represented.

There are currently twenty-three members of the PPG, fifteen female and eight male. Over the previous year, one member has left the area and three members have left due to other commitments; nine new members have joined the Group. All patient demographics are now represented, as some members have children in the lower age group. Please see chart below.

Percentage of Practice & PPG Population



Patients continue to be invited to join the group and/or attend the meetings. The Group is advertised in the waiting room and on this website. It is hoped to attract new members.

Practice Survey 2012 & 2013

A Patient Survey was undertaken in 2012 and the results were discussed with the Group. It was agreed that it would be useful to repeat the same survey a year later, in order to compare results

The same Patient Survey was repeated in February 2013. It was undertaken by a variety of patients who attended the surgery over a period of two weeks. Staff spent time talking to patients, and giving assistance to complete the survey when required.

A report comparing the results of the survey in 2013 with the results in 2012 was prepared and this was discussed at length with the group. A copy of the Survey report and Minutes of PPG Meeting when the survey was discussed are available to view here:

[Patient Survey 2013](#)

[PPG Meeting 6/3/13](#)

Action Plan:

- To continue to encourage patients of all ages etc to be involved in 'patient participation'.
- To encourage clinicians to use the visual aid in the waiting room when patients were called for their consultation, to assist patients who were hard of hearing. (Installed as a result of previous survey, but not being used by everyone as yet).
- To advertise to patients the availability of the confidentiality hatch, where they could speak to a receptionist further away from other patients if they were concerned about being overheard.

- To look at methods of advertising the telephone consultations with the doctors and nurses (currently on the electronic notice board, practice leaflet and website)
- To make appointments available to book on-line, using The Waiting Room system (already in use for requesting prescriptions on-line). This would start as a small number of appointments on a trial basis.
- To look into concerns about delays in the acknowledgement of the prescription requests when using the dispensary element of The Waiting Room system.
- To design a shorter survey for future use.

This report has been published at <http://www.marazionsurgery.com>. All information relating to the PPG and Patient Survey has been advertised on the electronic notice board in our waiting room, on a notice board in the waiting room, and on the Marazion Surgery website.

Opening Times

Opening times and out of hours arrangements are clearly displayed on the front door of the surgery including, in all Practice leaflets and relevant posters, and on this website.

Patients are able to telephone the Practice to make an appointment on the day with a Doctor, Nurse or Health Care Assistant. Patients are also able to telephone to pre-book an appointment with a Doctor up to 2 weeks in advance, and 6 weeks for Nurses and HCA appointments. Any appointment can also be made in person at the Practice.

Opening times are as below:

	Open	Close	Open	Close	Notes
Monday	0815*	1330	1355	1800	
Tuesday	0815*	1330	1355	1800	
Wednesday	0815*	1300	1355	1800	Meeting at Lunchtime
Thursday	0815*	1330	1355	1800	
Friday	0815*	1330	1355	1800	
Saturday	Closed	Closed	Closed	Closed	
Sunday	Closed	Closed	Closed	Closed	
Bank Holidays	Closed	Closed	Closed	Closed	

* Doors open at 0815hrs. You may telephone the Appointments Desk (01736 711447) from 0815hrs onwards. Main lines (01736 710505) open at 0830hrs.

Other Notes:	Dispensing services available during Extended Hours Clinics
---------------------	--

Extended Hours Clinics

The following clinics are for appointments with a Doctor only:

	Open	Close	Open	Close	Notes
Early Extended Hours:	0740	0800			One morning a week. Pre-bookable only
Late Extended Hours			1830	2000	Two evenings a week. Pre-bookable only

Out of Hours Arrangements

SERCO Urgent Care Services, our out-of-hours provider, will take all calls between 6.00pm and 8.30am Monday to Friday, weekends and bank holidays. Patients calling the Practice number of 01736 710505 whilst the Surgery is closed will be automatically redirected to SERCO.

This report has been published on the website www.marazionsurgery.com.

As we achieve the points raised in the action plan, notification will be published to the website, and on the notice board within reception.