

# Patient Participation Group Enhanced Service Report

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

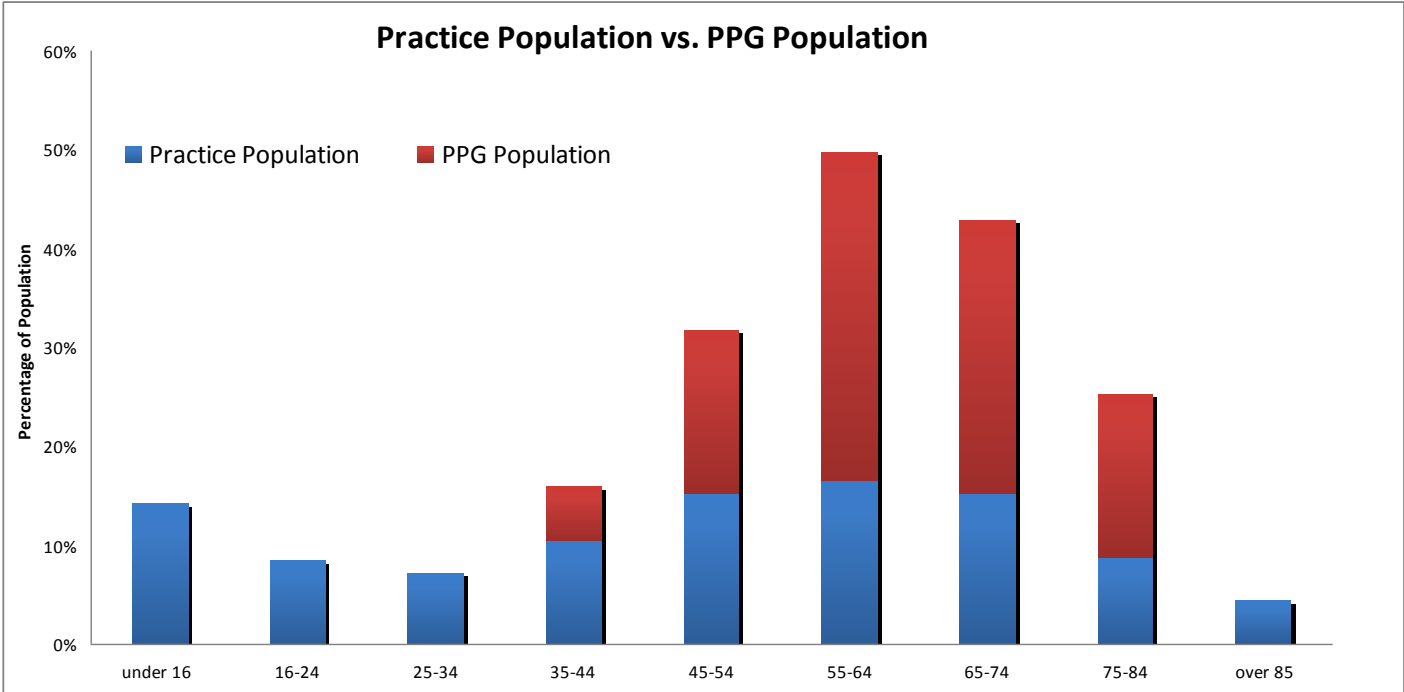
In order to establish our PPG, the formation was advertised on our electronic notice board in the waiting room at the surgery and on this website. Patients who expressed an interest were contacted by the Practice Manager and given further information.

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.

We therefore looked at the demographics of our patient population; we have a high proportion of elderly patients. It was noted that not all patients were represented at that stage. A letter was therefore 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 on 1<sup>st</sup> March. 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.

Currently there are 12 female and 6 male members of the PPG. All patient demographics are currently well represented with the exception of the 34 and under age groups. Patients continue to be invited to join the group and/or attend the meetings, which are advertised in the waiting room and on this website. It is hoped to attract further members, to represent all patient demographics. A Facebook page to encourage younger patients' participation is being considered.



## Practice Survey

The Patient Survey was discussed with the members who attended the first meeting. A broad variety of questions were proposed by the Practice. These questions were agreed by the group.

The Survey was undertaken by the majority of patients who attended the surgery over the period of a week. Staff spent time in the waiting room talking to patients, and giving assistance to complete the survey when required.

The survey results were then discussed at length with the group at the next meeting. The group agreed to prioritise a number of points from the Survey (listed below). A copy of the Survey as a PowerPoint presentation is available to view here:

[Patient Survey Results 2012 PowerPoint Presentation](#)

This survey has also been published on the website and in the Surgery waiting room.

## Survey Action Plan

The action plan was documented in the minutes of the last PPG meeting which is available here:

[PPG Meeting 20/3/2012 Minutes](#)

For reference the Action Plan as discussed at the above PPG meeting is outlined below:

### Action Plan:

*The priorities for the group would initially be to look at the areas identified by the survey.*

*The survey results were felt to be quite encouraging, although patients often commented that they found it difficult to get through on the telephone first thing in the morning, the vast majority of patients were able to make appointments with the doctor of their choice within a reasonable timescale.*

*It was agreed that the following points (not in order of priority) would be looked at in more detail and actioned as appropriate:*

- *To continue to encourage patients of all ages etc to be involved in 'patient participation'.*
- *To consider the use of a Facebook page to engage the younger age groups.*
- *To make patients aware that the community centre car park could be used as an overflow car park by patients (the sign in the waiting room was quite faded).*
- *To research a method of having a visual aid in the waiting room when patients were called for their consultation, to assist patients who were hard of hearing.*
- *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 the methods of advertising the early morning and evening clinics (currently on the electronic notice board, practice leaflet, website and call waiting telephone message)*
- *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 emphasise to patients that anyone can pre-book an appointment with the doctor up to two weeks in advance (currently on the electronic notice board, practice leaflet, website and call waiting telephone message).*
- *To consider whether releasing appointments that can be booked up to two weeks in advance at lunchtime would deter patients from ringing at 8.15am when the number of incoming calls was already high.*
- *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.*
- *A small percentage of patients were not aware of the need to give at least two working days notice for repeat prescription requests; dispensers would advertise this further (currently on electronic notice board, dispensary leaflet and on the bottom of patient's individual repeat prescription counterfoil).*

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
<b>Monday</b>	0825*	1330	1355	1800	
<b>Tuesday</b>	0825*	1330	1355	1800	
<b>Wednesday</b>	0825*	1300	1355	1800	Meeting at Lunchtime
<b>Thursday</b>	0825*	1330	1355	1800	
<b>Friday</b>	0825*	1330	1355	1800	
<b>Saturday</b>	Closed	Closed	Closed	Closed	
<b>Sunday</b>	Closed	Closed	Closed	Closed	

<b>Bank Holidays</b>	Closed	Closed	Closed	Closed	
* You may telephone the Appointments Desk (01736 711447) from 0815hrs onwards					
<b>Other Notes:</b>	<b>Open for longer hours in the evenings prior to Christmas Dispensing services available during Extended Hours Clinics</b>				

### Extended Hours Clinics

The following clinics are for appointments with a Doctor only:

	Open	Close	Open	Close	Notes
<b>Early Extended Hours:</b>	0730	0800			One morning a week. Pre-bookable only
<b>Late Extended Hours</b>			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 8.00am 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](http://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.