

# *Marazion Surgery*



## **Patient Participation Group Enhanced Service Report**

### **March 2014**

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.

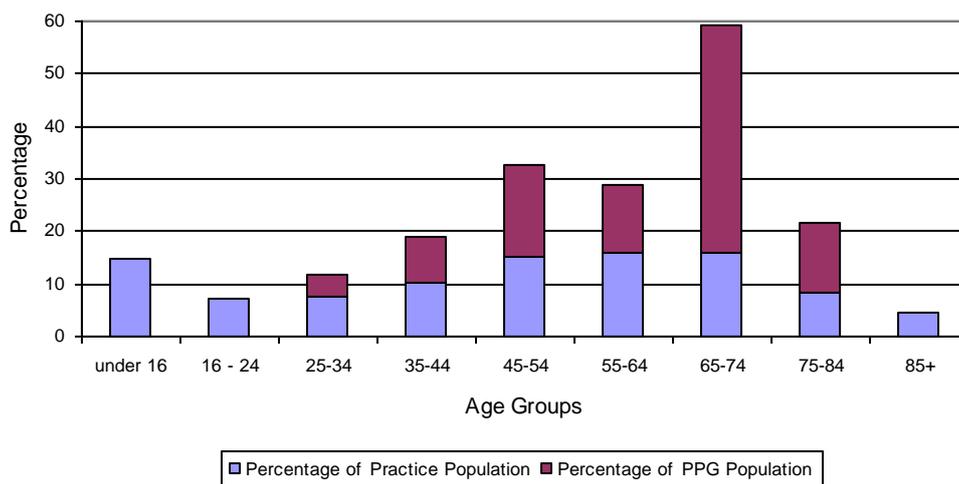
When the PPG was established in early 2012 there were initially eighteen members, twelve female and six male. The lower age groups were not represented.

In March 2013 it was noted that there were twenty-three members of the PPG, fifteen female and eight male. Over the previous year, one member had left the area and three members had left due to other commitments; nine new members had joined the Group. All patient demographics were represented, as some members had children in the lower age group.

Currently, in March 2014, there are twenty-four members of the PPG, with one new addition to the group since the previous year. This is now a longstanding and committed group. (Please see chart below.)

Patients continue to be invited to join the group and/or attend the meetings. The Patient Participation Group is advertised in the waiting room and on this website. New members are always welcomed.

**Percentage of Practice & PPG Population**



## Practice Surveys in 2012, 2013 & 2014:

### 2012:

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.

### 2013:

The same Patient Survey was repeated in February 2013. 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.

### 2014:

It was felt that the survey completed the previous two years had been quite long (twenty seven questions over four pages); some patients had failed to complete all questions. A shorter survey was therefore proposed as part of the action plan from 2013. The priorities for the survey were agreed with the PPG in early 2014; they were taken from the previous survey, so that results could still be compared with previous years.

The survey was undertaken in February 2014 by a variety of patients who attended the surgery over a period of a week. Staff spent time talking to patients, and giving assistance to complete the survey when required.

A copy of the 2014 Survey report and Minutes of PPG Meeting when the survey was discussed are available to view here:

[Patient Survey 2013](#)

[Patient Survey 2014](#)

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

[PPG Meeting 3/3/14](#)

## Action Plan:

- To continue to encourage patients of all ages etc to be involved in 'patient participation'.
- To increase patient awareness that they could book appointments online via the surgery website using 'The Waiting Room'. An advertising campaign would be planned as despite previous interest in this, patients had not fully embraced this.
- A full review and upgrade of the telephone system was in hand. It was suggested by one member that a call stacking system ('you are now third in the queue to be answered') may assist patients and ease frustration when the lines were busy first thing in the morning.
- 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).
- Patients could arrange to speak to a nurse on the telephone for advice, if a face-to-face consultation were not necessary. The receptionist would take the details and the nurse would return the call after her clinic. This was often helpful for patients and it was felt that the nurses and receptionists could make patients more aware of this.
- 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. A plant would be put alongside the hatch to further shield patients.
- The freestanding sign that had recently been broken by a patient would be replaced. This asked patients to stand back from the main reception desk, to allow opportunity to speak privately to staff.
- One member of the PPG had discovered research that displaying a sign in the waiting room saying how many patients had failed to attend their appointments actually encouraged patients to fail to attend rather than to deter it. The thinking being that it was ok to fail to attend as other patients were doing the same thing. JCB would discuss this with the Practice Manger, with a view to removing this sign.

These action points will be reviewed at subsequent PPG Meetings. As we achieve the points raised in the action plan, notification will be published to the website, and on the notice board within reception.

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, on this website and on NHS Choices website.

Patients are able to telephone to pre-book an appointment with a Doctor up to 2 weeks in advance, and 6 weeks for Nurse and HCA appointments. Patients can also book an appointment up to 2 weeks in advance on-line via the surgery website using 'The Waiting Room'; this is available twenty four hours a day.

Patients are able to telephone the Practice to make an appointment on the day with a Doctor, Nurse or Health Care Assistant.

Opening times are as below:

	Open	Close	Open	Close	Notes
<b>Monday</b>	0815*	1330	1355	1800	
<b>Tuesday</b>	0815*	1330	1355	1800	
<b>Wednesday</b>	0815*	1300	1355	1800	Meeting at Lunchtime
<b>Thursday</b>	0815*	1330	1355	1800	
<b>Friday</b>	0815*	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	

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

<b>Other Notes:</b>	<b>Dispensing services available during Extended Hours Clinics</b>
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### Extended Hours Clinics

The following clinics are for appointments with a Doctor only:

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

The clinics are held on different days each week in order to meet the needs of as many patients as possible.

### 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](http://www.marazionsurgery.com).