NEETSIDE SURGERY

PATIENT PARTICIPATION GROUP REPORT 2013/14

Our PPG has been up and running for 2 years now.

Our current members comprise of 5 members.

Our Aims and Achievements for 2013/14 we have met all of the priorities we had set at the beginning of the year, plus other matters that arose during the year.

* To continue to promote the surgery website and to inform patients that prescriptions and messages can be communicated to the practice from the website – this is going well and patients do like it.
* The practice leaflet is updated regularly and is given to all of our new patients and is available on the website as well.
* Our appointment system and registration list size is constantly being assessed. Our list size is continuing to grow at a very steady pace. This in turn will indicate the need for more appointments for both nurses and GPs.
* The telephone system has been changed to a different company, but the process needs to be completed. This should be finished sometime during April when we will completely remove the 0844 number and only have a local number.
* There is music playing in the waiting room, which most patients like playing gently in the background.
* We are continuing to train registrars/trainees (doctors in their last few months of training to become a GP). As a team we very much enjoy this and also it does enable us to offer extra appointments to our patients as the trainee has their own clinics.
* There was a problem with the disabled access parking slot at the side of the building. Drivers would park in it, but not leave enough space for wheelchair users to get through properly. Line markings were drawn onto the ground to advise drivers to park within the lines, leaving access around the car.
* The surgery continues to provide clinical assistance at Stratton Hospital. One GP attends the hospital every afternoon to do a ward round.
* We have created a Facebook page, this is to be used as an information site only.
* The PPG requested that we added our name and address to the back of our appointment cards, this has been done.
* The PPG requested that we had a bike stand; this has been done and is useful for tying the dogs up to as well!
* There are a lot of changes going on in the NHS at the moment and the PPG is used as a good way of communicating between the practice and our patients.

This year’s practice survey was done in March. 79 surveys were completed. The results from the GPAQ survey were completed via the website and published on the practice website page.

1. Patients can book up-to 4 weeks in advance. There are notices up around the surgery and on the slide show in the waiting room.
2. The survey results are very good and patients state that they are very happy with the practice GPs, nurses and receptionists.
3. The telephone system lets us down a bit, but we are addressing this now and hope to have the new system up with an extra line and local number within the next month.

This year our aims are

* To continue to try and attract new members to our Patient Participation Group. The current members are very happy to continue being a part of the group at the moment and are happy with the way it is working.
* To complete the new telephone process, we are currently waiting for 2 more lines to be put in; this will help ease the line pressure first thing in the mornings, especially on Mondays. We feel this is our priority for the year. Changing company is the first hurdle now it is finalise and changing the system to suit our needs. This will take time.
* Booking appointments in advance. Patients currently are able to book appointments up-to 1 month in advance. We will do a trial of offering appointments up to 6 weeks in advance. This will be monitored closely, especially the dna (did not attend) rates.
* To continue to do our best at providing a good service for our patients, in a very difficult time in the NHS.
* To continue being a training practice
* To continue providing clinical cover for Stratton Hospital Monday to Friday 8.30-6.00pm
* To monitor and adjust as the list size grows, March 2013 we had a list size of 3700, this year it is 4100, this gives us a growth increase of 9%

Further information

The PPG members are

Age Group

Under 19 = 0

20-29 = 0

30-39 = 1

40-49 = 1

50-59 = 1

60-69 = 0

70-79 =1

80-89 = 1

Our group members consists of 3 males (1 working, 2 retired) and 2 females (both working) 1 member of the group has a wheelchair bound wife.

The majority of our patients are of British Ethnicity

Practice Opening Hours

Monday – Friday 8.30am – 1pm 2pm – 6pm

Monday 6.30-7.00 - 2 GPs and 1 practice nurse do extended hours

The surgery is oncall from 8.00am through to 6.30pm Monday to Friday with Serco taking the calls between 8-8.30 am and then again 6.6.30pm. During the lunch hour the surgery takes any emergency calls. The patients are advised to ring the surgery and the telephone system will direct the patient during hours and out of hours.

I have also attached some of the comments voluntarily added to the questionnaire by the patients.