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PATIENT PARTICIPATION REPORT 2013/14

Practice Code:

C84142

Practice Name:

Selston Surgery

An introduction to our practice and our Patient Reference Group (PRG)

Selston Surgery Patients Participation/Reference Group comprises a group of patients, registered with the Practice, who have volunteered to work together with the Practice to try to maintain and improve our local health services. It meets with Practice Management to discuss the way it responds to the evolving NHS agenda and delivers services locally.

It communicates with patients via a regular newsletter and posters/leaflets on its dedicated notice board in the surgery waiting room. The PPG/PRG undertakes the annual patient survey on behalf of the Practice and has also trialled/organised open meetings for patients on specific health issues.

Establishing the Patient Representative Group

This shows how the practice has tried to ensure that the PRG is representative of the wider practice population. Information is provided here on the practice and PRG profile.

	Practice population profile	PRG profile	Difference
Age			
% under 18	1048		
% 18 – 34	817		
% 35 – 54	1403	1	
% 55 – 74	1187	4	
% 75 and over	401	3	
Gender			
% Male	2461	3	
% Female	2395	5	
Ethnicity			

% White British		8	
% Mixed white/black Caribbean/African/Asian			
% Black African/Caribbean			
% Asian – Indian/Pakistani/Bangladeshi			
% Chinese			
% Other			

These are the reasons for any differences between the above PRG and Practice profiles:

There are very few non British residents/patients

In addition to the above demographic factors this is how the practice has also taken account of other social factors such as working patterns of patients, levels of unemployment in the area, the number of carers:

We are a commuter village, therefore, it would be fair to assume that the working patterns may not be conducive to the times of our meetings, although these are usually held after the surgery has closed. We do have two working members, one unemployed and the remainder active retired.

The figures collated demonstrate both a working and aging population within the village, many of whom are retired or working out of the village.

This is what we have tried to do to reach groups that are under-represented:

There is a notice in the surgery waiting room also when PRG members are in reception other patients are approached on a one to one basis.
There is also a notice on the PRG notice board.
Also, the address and phone number of the Chairperson of the PRG is advertised on the PRG notice board and included in the PRG newsletter to give any interested person an opportunity contact her to obtain further details/discuss further.
We will continue to aim to attract patients who may not have been initially interested, particularly the younger patient population, in order to obtain a good cross section of opinion and needs.

Setting the priorities for the annual patient survey
This is how the PRG and practice agreed the key priorities for the annual patient survey

The priorities were discussed and decided a PRG meeting. The PRG decided to chose the same priorities as the last survey in order to be able to compare results to see if improvements have been made.

These were Access to a Doctor or Nurse; Repeat Prescriptions; Test Results and About Surgery

Staff

Designing and undertaking the patient survey

This describes how the questions for the patient survey were chosen, how the survey was conducted with our patients and includes a summary of the results of the survey (full results can be viewed as a separate document)

How the practice and the Patient Reference Group worked together to select the survey questions:

The questions were determined by the PRG themselves. This was done after comparisons were made with previous surveys both in our Practice and other Practices. The PRG advised the surgery of the questions in the survey prior to it being printed

How our patient survey was undertaken:

The survey was conducted over a one week period. Members of the PRG attended throughout each day of the week on a rota basis in order to give out the survey forms to patients and encourage participation. These were completed by patients in private and posted in a box provided for the purpose of collecting survey returns.

Any patient who requested assistance to complete the survey form was helped by a member of the PRG.

Summary of our patient survey results:

During the week 324 surveys were completed and returned. This was an increase on previous years.

PRG members were very pleased with the results, which showed 89.5% of those completing the survey thought the service provided by the surgery was either good or very good. The vast majority of the comments made were positive.

There were very few number of Poor or even Fair responses.

Analysis of the patient survey and discussion of survey results with the PRG

This describes how the patient survey results were analysed and discussed with PRG, how the practice and PRG agreed the improvement areas identified from the patient survey results and how the action plan was developed:

How the practice analysed the patient survey results and how these results were discussed with the PRG:

The Chairperson of the PRG and other members collected the completed surveys and prepared the results in a spread sheet to facilitate on going discussions with the Practice.

As in previous years, the PRG agreed that the results be published on the website and that a poster

be produced in order to pass on the results to patients as well as reporting the results in the quarterly newsletter produced by the PRG. It was agreed that the PRG notice board should also carry responses to the few negative comments in order that it can be seen that patients comments have been taken seriously and considered.

The key improvement areas which we agreed with the PRG for inclusion in our action plan were:
The specific areas targeted were all found to be satisfactory, however areas to look at are:

Blood Test results – attempt to be more flexible with result times, but it is recognised that it is necessary to ensure that the staff who are qualified to answer patients queries; give out results and this needs to be arranged for times when not dealing direct with patients – if a patient cannot call at the given time offer a Doctor call back.

We agreed/disagreed about:

There was no disagreement between the surgery and the PRG

ACTION PLAN

How the practice worked with the PRG to agree the action plan:

The results of the survey were circulated by the Chairperson of the PRG to PRG Members and also to Surgery Senior Managers/Doctor and discussed at a PRG meeting attended by Senior Managers/Doctor.

We identified that there were the following contractual considerations to the agreed actions:

There are none at this time

Copy of agreed action plan is as follows:

Priority improvement area Eg: Appointments, car park, waiting room, opening hours	Proposed action	Responsible person	Timescale	Date completed (for future use)

Review of previous year's actions and achievement

We have summarised below the actions that were agreed following the patient survey 2012/13 and whether these were successfully completed or are still on-going and (if appropriate) how any have fed into the current year's survey and action plan:

“You said We did The outcome was”

The vast majority of the comments from last years survey were positive ones and we have strived to achieve the same outcome this year and will continue to do so.

We have listened to patients were they comment that we could brush up on our bedside manner –we have ensured that we have GPs that cater for all needs and redone customer care training.

Where there were any disagreements between the practice and the PRG on changes implemented or not implemented from last year's action plan these are detailed below:

There have been no disagreements

Publication of this report and our opening hours

This is how this report and our practice opening hours have been advertised and circulated:

The survey and report included in the quarterly newsletter produced by the PRG which is available to patients; publicised via the website and on the PRG noticeboard which is in the surgery waiting room.. Also sent electronically to all member of the PR

Opening hours, including doctors at each session, are included in the PRG newsletter and indicated within the surgery.

Opening times

These are the practice's current opening times (including details of our extended hours arrangements)

Practice Opening Hours: Mon; Tues; Wed; Fri – 8.00am – 6.30pm: Thurs.6.45am – 6.30pm

Extended Hours – Thursday mornings 6.45am – 8.00pm

Quick drop in clinic, no appointment necessary, for minor queries (3-5 mins approx.) held Monday-Friday 8.15am – 9.00am

Telephone Consultation Times –Mon; Tues; 8.10am – 9.00am and 3.30pm – 4.00pm
Wed; 8.10am – 9.00am and Thurs; Fri; 8.10am – 9.00am and 2.30pm – 3.00pm

Doors open for reception services and prescriptions 8.30am – 6.30pm

