

## Roborough Surgery Local Patient Participation Report

Date Published: 22.03.2013

### A description of the profile of the members of the PPG:

The GPs are on a rolling programme to attend the meetings.

Jill Porthouse (PA to the Partners/PPG lead)

Patient list (PPG members)\*

Mr Joseph Fairclough

Mr Brian Pring

Mr Fred Horley

Mrs Judi Vine

Mrs Anne Littlewood

\*Members were happy for their details to be published.

### A description of what steps the Practice has taken to ensure that the PPG is representative of its registered patients and where a category of patients is not represented then what steps have been taken by the Practice in an attempt to engage with those patients:

Notices are on the surgery notice boards and at reception and invite everyone to attend or to give their details to reception so that they can be contacted. There are also notices on the website and details are placed in the four-monthly newsletters. GPs have also provided names of people who might be interested.

Our PPG is not representative of our practice list. A search was carried out on patients' demographics see representation of practice further in the report. We do not have a larger number of diverse patients as per guidelines. Attendees to date are representative of a large proportion of our patient list.

We have been contacted by 2 patients who are younger patient (54 yrs, 62yrs 2 ladies), wanting to join and both been notified of the next meeting details (19<sup>th</sup> April 2012 @ 1pm). These two ladies have since joined the Group and are active within it. Contact has been made with Derriford Church and details of the Group and how to become involved will be added to the Church's next newsletter (summer 2013)

The PPG has taken over the Group's section of the surgery's notice boards in an attempt to encourage more patients to join. To date, two members of the Group have written articles for the surgery's newsletters detailing why they joined the Group and the work of the Group and issues discussed.

<b>Ethnicity</b>			
White British	89.40%	Other white British Ethnic group	0.14%
White British 2001 census	5.22%	White	0.12%
Other white ethnic group	1.60%	Pakistani	0.11%
Other ethnic group	0.70%	Black Caribbean	0.08%
Other Asian ethnic group	0.59%	Bangladeshi	0.06%
Indian	0.48%	Other ethnic Asian/White Origin	0.03%
Chinese	0.33%	Other ethnic Black/White origin	0.03%
Black African	0.30%	Born in Hungary	0.02%
Other ethnic mixed origin	0.24%	British or mixed British ethnic 2001 census	0.02%
White Irish	0.21%	Ethnic group refused	0.02%
White Scottish	0.15%	Born in England	0.02%
Other black ethnic group	0.14%	Vietnamese	0.02%
<b>Males</b>	<b>%</b>	<b>Females</b>	<b>%</b>
0-4	6.60%	0-4	5.84%
5-14	10.02%	5-14	9.41%
15-19	5.01%	15-19	4.57%
20-24	4.88%	20-24	4.58%
25-34	10.86%	25-34	12.42%
35-44	10.71%	35-44	10.63%
45-54	14.25%	45-54	12.83%
54-64	12.96%	54-64	13.13%
65-74	13.91%	65-74	14.11%
75-84	8.66%	75-84	9.56%
85-94	2.11%	85-94	2.61%
95 -	0.02%	95 -	0.30%
<b>All Sexes</b>		<b>PPG Group Female</b>	<b>PPG Group Male</b>
0-4	6.20%		
5-14	9.70%		
15-19	4.77%		
20-24	4.72%		
25-34	11.69%		
35-44	10.67%		
45-54	13.50%		
54-64	13.05%	2	
65-74	14.02%		
75-84	9.14%		3
85-94	2.38%		
95 -	0.17%		

**A description to be entered in around how the Practice and the PPG determined and reached an agreement on the issues which had propriety within the Local Practice survey:**

Partners survey (IPQ report) return date (November 2012).

The above information was presented to the PPG meeting

Survey conducted in house (March 2013)

Some of the questions they discussed from the IPQ survey

Parking

Appointments

Telephone system access and auto messages

How to recruit to the PPG "Better attendance/interest/more diverse patient demographic representation".

**A description of how the Practice sought to obtain the views of its registered patients**

In house survey March 2013 which incorporated "To be the perfect Practice what question should we be asking you"

CFEP Survey

Survey results were posted in the reception area, website, newsletter and freedom of information file.

CFEP UK Surveys Ltd  
1 Northleigh House  
Thorverton Road  
Matford Business Park  
Exeter  
EX2 8HF

## A description of how the Practice sought to discuss the outcomes of the local survey and the Practice's action plan together

At the partners meeting the practice survey was discussed with Dr Wright tasked to write an article for the December 2012 news letter to reply to patients on the local survey. This newsletter was then made available on our website and at the practice.

### Improving Practice Questionnaire 2012

During June/July patients attending the surgery were asked to complete questionnaires about their experience of the Practice. The IPQ is a well-established questionnaire used in the UK. A good cross-section of our practice population took part—thank you. Overall our results were above the national average with one or two areas just below e.g. seeing a practitioner with 24 hours but when our list size was compared to similarly-sized practices; our score was equal to or above the mean score in all areas. The main points raised include:

**Telephones**—this continues to be a problem despite our new system and best efforts to man the phones more at busy times. Please continue to be patient and avoid early morning calls if at all possible;

**Parking**—whilst we are not obliged to provide parking we want to make it as easy as possible for patients attending surgery. We have applied to the Council to lower kerbs in an effort to improve parking spaces;

**Appointments with female doctors**—these are always in demand but we currently have more appointments for female doctors than ever before. We try to employ female locums to cover absences;

**Privacy at the front desk**—Playing music has been suggested for the waiting rooms to stop private conversations being overheard at the front desk. There are licensing issues but we are looking at the options available to us.

Overall we were pleased with the feedback we received but will endeavour to improve the areas identified above. If you would like to discuss any aspect of the IPQ with us, please speak to a receptionist.

Copy of CFEP Survey is in our Freedom of Information Folder in reception for anyone to read.

**A description of the findings or proposals that arose from the local Practice survey and what can be implemented and if appropriate reasons why any such findings or proposals should not be implemented**

### **Patient Participation Group (extract from Easter 2013 newsletter)**

Joining this group has opened my eyes to the complexity of running a GP practice so that the needs of all patients of all ages are met. Roborough Surgery is a forward looking practice and keen to improve the benefits to patients. It examines all opportunities and offers to try out new treatments and methods of referral, but the doctors take time to decide whether they really benefit their patients.

Roborough is a teaching Practice. You may have met students working alongside your own GP. Dr Richard Haddon an ex-RN, Consultant Anaesthetist and previous GP is with us for three-months refresher back-to-work GP training, Cara McLaughlin a 5<sup>th</sup> Year Medical student starts with us on 25<sup>th</sup> March for about six weeks and in August have Dr Richard Rennie a Post Grad' student joins us. The post graduate or refresher practitioners see their own patients but fully discuss outcomes with the Partners who have undergone supervisory training at the Peninsula Medical School

The PPG is the patients' representation and we are eager to have more people involved. We have discussed:

practical matters – car parking, the danger of the mini roundabout onto Southway Drive, people failing to attend appointments;

developmental issues – on line booking, liaison with the hospital over medical records and treatment, training staff, student doctors;

issues involving patients – access, repeat prescriptions , referral to the hospital;

Issues of wider medical importance – how the health service changes actually will affect us the patients.

For me the strength of Roborough Practice is the staff, their approachability and the way they try to meet the needs of every patient, no mean task as one of the largest surgeries in Plymouth. They do need our support and to know what the issues are for their patients. Come and join us and support your practice yourself.

Please see the PPG notice boards or the surgery's website for the date of the next meeting. The surgery's contact for the Group is Jill Porthouse.

**A summary of any evidence including statistical evidence relating to the findings or basis of proposals arising out to the local Practice survey:**

In house patient survey  
CFEP Survey  
CFEP survey Poster  
Meeting notes

Opening hours satisfaction (69% mean score, national mean score 65%)

Appointment system satisfaction (72% mean score, national mean score 67%)

**A Description of the action which the Practice, the PCT intend to take as a consequence of discussions with the PPG in respect of the results, findings and proposals arising out of the local Practice survey. If this is the second year of the scheme detail here any changes and issues since the 31<sup>st</sup> march 2012 local patient participation report was completed.**

1<sup>st</sup> year 2<sup>nd</sup> Year – car park – ongoing issues and problem is long-term project and there is very limited parking around the surgery due to the location of the surgery being beside a busy road and in a residential area. The practice has recently had a survey done of the parking area outcomes and options are still on going.

An architect is booked for 14<sup>th</sup> March 2012 re car park layout and building. Following on from this the surgery has been advised that lowering kerbs around the surgery is not an option. This information was passed to the Group at the meeting on 11<sup>th</sup> March 2013.

Due to being a small group, a constitution has yet to be agreed, we are still actively recruiting new members to the PPG and should there be a good turn out at the next meeting (19<sup>th</sup> April 2012), where we hope the constitution will be drawn up. PPG members are contributing to the Practice's newsletters and patients can read their contributions and the topics discussed by the Group.

Ongoing issues – rolling screens in the waiting rooms – the PCT's PPG lead, who regularly attends the meetings, is looking into this on behalf of the Group/Surgery (2013).

The Practice has acted on the advice from the Group that in times of staff shortages, to put a notice in reception advising patients of this so that 'stress levels' can reduce on both sides (2013)

**A description of the opening hours of the Practice premises and the method of obtaining access to services through the core hours:**

Open 8am – 6.30pm Monday to Friday  
Phones open 8.30am – 6pm Monday to Friday

Saturday opening – GPs/staff are on a rota on alternate Saturdays and details are in the waiting rooms, on the website and in the practice booklet.

Dedicated line for appointments. Some appointments are now able to be booked via the 'Waiting Room' and information about this additional service are on the website, practice booklet, newsletter and at reception.

Prescriptions can be requested via the website, by post, dedicated phone line, repeat dispensing and at the front desk.

**A description of any extended opening hours that the Practice has entered into and which health care professional are accessible to registered patients.**

GPs only have surgery on Saturdays (approximately twice monthly with GPs on a rota) as per guidance.

The surgeries are pre-bookable appointments (from 8am – 12.45pm) with urgent bookable appointments on the day being subject to availability and if available can be booked at the front desk on the day.

The above information is all in the practice booklet, website and freedom of information folder.