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<b>CLASSIFICATION: -</b>	<b>Local Patient Participation Report</b>
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<b>DOCUMENT CONTROL</b>
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<b>Author &amp; Role</b>	Dawn Mainland and Jill Porthouse
<b>Review Date</b>	<b>March 2013</b>
<b>Responsibility for Review</b>	<b>Jill Porthouse PA/PPG Lead</b>

<b>PURPOSE</b>	<b>The purpose of this guide is to ensure that the Practice has a protocol for a Patient Participation Group (PPG)</b>
<b>PROCESS</b>	Any of all of the following methods may be used to identify interested patients: Notices in the waiting rooms and reception area; Patients voicing their interest to staff members /Partners/Nurses; Surgery newsletter/website
<b>PERSON RESPONSIBLE</b>	<b>The Partners</b>

<b>AREAS OF REFERENCE</b>	
<b>QOF</b>	1H, I, J
<b>CQC</b>	4B
<b>General Protocols and Procedures</b>	Roborough Intranet Library and Secretary's office

<b>Version</b>	<b>Date</b>	<b>Version Created by</b>	<b>Version Approved by</b>	<b>Changes made</b>
1	8.3.12	Jill Porthouse	Dawn Mainland	Created
2	23.03.2012	Dawn Mainland		Updated Ethnicity

## Roborough Surgery Local Patient Participation Report

Date Published: 08.03.2012

### 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 J Fairclough

Mrs J Brazel

Mr B Pring

Mr F Horley

Mr J Thompson

\*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:

On 18/7/11 Practice Manager, PA and former Friends' group Treasurer attended the PPG Workshop at the Welcome Hall Devonport and provided information to the whole group.

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 (Copy kept with Secretary). 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.

Better attendance/interest was discussed at the PPG on 14<sup>th</sup> Feb and a comment re someone sitting in reception was discussed – the group had no interest in sitting in reception at this time.

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 @ 1pm).

<b>Ethnicity</b>			
Bangladeshi	0.15%		
Black African	0.5%		
Black Caribbean	0.13%		
Chinese	0.27%		
Indian	0.69%		
Asian	0.81%		
Black Other	0.22%		
Other Ethnic Group	1.03%		
Mixed	0.25%		
White British Other	0.13%	1	
White European	1.98%		
Pakistani	0.13%		
White British	93.03%	5	
White Irish	0.35%	1	
White Scottish	0.29%		
<b>Males</b>	<b>%</b>	<b>Females</b>	<b>%</b>
0-4	6.09%	0-4	5.54%
5-14	9.98%	5-14	9.22%
15-19	5.24%	15-19	4.53%
20-24	5.09%	20-24	4.78%
25-34	10.28%	25-34	11.74%
35-44	11.43%	35-44	10.82%
45-54	13.65%	45-54	13.17%
54-64	13.28%	54-64	13.29%
65-74	14.13%	65-74	14.80%
75-84	8.63%	75-84	9.24%
85-94	2.15%	85-94	2.50%
95 -	0.07%	95 -	0.36%
<b>All Sexes</b>		<b>PPG Group Female</b>	<b>PPG Group Male</b>
0-4	5.80%		
5-14	9.57%		
15-19	4.86%		
20-24	4.92%		
25-34	11.06%		
35-44	11.11%		
45-54	13.40%		
54-64	13.28%	2 joining	
65-74	14.48%		1
75-84	8.95%	1	3
85-94	2.34%		
95 -	0.22%		

**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:**

The first survey was conducted in house (15 June 2011)

Partners survey (IPQ report) return date (Oct 2011).

The above information was presented to the PPG meeting

Some of the questions they wanted answering on the surveys

Parking

Appointment:- DNAs - Charge Patients who DNA – How to book appointment- Saturdays or late appointments – short notice

Out of these the main ones were parking, DNAs and 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**

NAPP was contacted but the surgery declined to accept the information on offer as there was an initial fee of £50 and further annual fees (copy of email attached).

In house survey June 2011 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 2011 news letter to reply to patients on the local survey. This newsletter was then made available on our website and at the practice.

### **Practice Survey feedback Oct 2011**

**Thank you for taking part in our survey and we were pleased with the feedback we received.**

**To answer some of your comments on how we could improve our services;**

**We open on two Saturdays a month— these are bookable in advance so please ask at reception if you wish to attend on a Saturday morning;**

**Queuing for prescriptions—these can be sent directly to a local chemist for collection— Southway, Tesco and Co-op all collect from us, alternatively if you get the same prescriptions every month, please ask Hayley or Jan about our REPEAT DISPENSING service. We can send six or 12 prescriptions directly to the chemist (thereby cutting out a visit to the surgery); so you do not need to visit the surgery or phone the surgery to request them.**

**We cannot shorten turnaround times for repeat prescriptions. We have nearly 10,000 patients on our books and doctors spend an average one hour a day signing scripts. If you receive regular medication, consider collecting from the chemist or ask about REPEAT DISPENSING. Do remember to order prescriptions in plenty of time as large numbers of 'urgent' requests put unnecessary pressure on the system.**

**We are aware that parking is a problem (the extension gave us more space but has not increased patient numbers). With the limited space available to us this is not something we can change although we are hoping to have marked parking bays in the carpark in the future to make better use of the space available. Why not consider getting the bus or walking as we are keen to encourage healthy lifestyles.**

**People have commented about the lack of variety of magazines in the waiting rooms. If you have some magazines which you have finished with, why not donate them to us? Please do not remove the magazines which are replaced regularly as they frequently disappear but leave them for others to make use of.**

At PPG meeting copies of previous meeting notes given to PPG members, survey passed around for all to see.

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**

Also see above

DNA rate discussed – website adapted to allow on-line cancellations; one PPG member contacted the Secretary of State for Health asking how DNA rates in surgeries could be addressed i.e. fines. A copy of his letter was circulated at the next meeting (14<sup>th</sup> February 2012) detailing this could not happen and unfortunately DNA rates are widespread across the country.

Car park – ongoing issues new disabled parking sign. There is a much bigger picture and discussions are ongoing. Patients are reminded in each newsletter to try and park further away to allow less able-bodied patients to park. Try repeat dispensing therefore freeing up car parking spaces.  
Better access to GPs – Dr Ruth Arkle joined the practice in January 2012.

One of the PPG members provided the surgery with coloured card to highlight PPG notices in the waiting rooms and reception area.

**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 (70% mean score, national average 65%)

25/30 (83%) were happy with the appointment system but some wanted either late night opening or more Saturday surgeries.

**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 – 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.

An architect is booked for 14<sup>th</sup> march 2012 re car park layout and building.

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.

**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. Unable to change the website to allow online booking due to computer issues (data security/linking with current software provider).

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.