

Terrington Surgery

Local Patient Participation Report

Our Patient Participation Group (PPG)

Our Patient Participation Group was established in December 2013. It is a virtual group, the members of which have agreed to be consulted by email. The membership of the group was determined after placing advertisements around the surgery asking for expressions of interest. Where we felt a category of patients was not represented we made a personal approach to a patient we felt would be interested in taking part in the group.

Our total practice population is approximately 1000 patients. This population can be broken down in the following ways:

Age	0-35 – 248 patients 36-65 – 486 patients 66+ - 267 patients
Gender	Female – 487 Male - 514
Ethnicity	We have very few patients (<1%) from any minority group other than white British.
Medical Conditions	Our patient population lives with a variety of medical conditions.
Dispensing/Pharmacy Patients	Our patients are virtually all dispensing patients.

We have endeavoured to make our 19 member PPG representative of our overall practice population including hard to reach groups, such as occasional users and our younger patients.

Our current PPG profile is as follows:

Age	0-35 – 3 members from aged 18 36-65 – 8 members 66+ - 8 members
Gender	Female – 7 Male - 12
Ethnicity	The ethnicity of the group reflects the ethnicity of the practice population.
Medical Conditions	We have patients with a variety of conditions and diagnoses, which matches our disease prevalence profile.
Dispensing/Pharmacy Patients	We have a group make up that includes dispensing patients.

The Patient Survey

Methodology

During January/February 2014 we undertook a patient survey to ascertain the views of our patients across the range of services that we offer. The PPG agreed to use a recognized and approved company to devise the patient questionnaire to ensure that the questions covered all pertinent areas they wished to explore, such as access to services, feedback about clinicians and support staff and illness prevention and promoting well being. By using an external company the completed surveys would be dealt with confidentially and feedback received would be statistically correct. Comparisons could also be made with national scores and benchmark data.

For each question asked the respondent was able to score the practice as either poor, fair, good, very good or excellent. Also included was an open question asking for further feedback about how the practice could improve.

The survey was distributed to patients over a 6 week period by hand. The survey company guided us on the number of surveys given out and responses received back to ensure statistical validity.

The Results

The results of the survey showed that 91% of all patient ratings about the practice were good, very good or excellent. We scored particularly highly in the following areas: warmth of greeting, respect shown to patients, concern shown for the patient, and the manner in which they were treated by the reception staff.

We had no areas where our scores fell into the lowest 25% of all means, however, our lowest scoring areas were: opening hours satisfaction, the ability to speak to a practitioner on the phone and the availability of reminder systems for on-going health checks.

The additional comments written by respondents covered a number of areas, but a recurring theme was the desire for more continuity of GP presence, the ability to contact the practice by email and the presence of gentle triaging.

The Action Plan

The PPG reviewed the results in March 2014 and it was agreed that our action plan would concentrate on the following:

The continuity of GP across the week is being addressed and a GP who can work more sessions is currently being considered. However, there is a desire to ensure that no GP is working in isolation and we can continue to offer both a male and a female GP every week.

Need to advertise that patients can email the surgery with regard to repeat prescriptions.

Need a notice in the waiting room explaining why patients are being triaged and that it is ok to state that it is a private matter.

To investigate the possibility of extending our opening throughout the week. This may only be by an hour or two but it would provide better access for patients at key times. To open very much longer at this time would not be costs effective.

We will continue to promote telephone appointments to patients where appropriate

The ongoing chronic disease clinic call-ins will be looked at in their entirety for the start of the next year (April 2014). This will ensure consistent call ins/reminders for patients for regular annual and interim checkups.

Sharing our Results & Action Plan

This report has been advertised by placing a copy on our website and the NHS Choices website and in the patients' information folder in our waiting room. We have also advertised it to our patients through posters and have provided copies when requested. All members of the PPG have also received a copy of the report.

Additional Information

Our opening times are:

Monday: 8.30am – 6pm & 6.30–7.00pm (extended hrs)

Tuesday: 8.30am – 1pm

Wednesday: 8.30am – 4pm

Thursday: 8.30am – 12 noon

Friday: 8.30am – 6pm

For out of hours medical advice patients are asked to ring the surgery number and information is given on how to access medical services

Heather White
Practice Manager
27/03/2014