

## Wembury Surgery

### Local Patient Participation Report

Date Published: 25<sup>th</sup> March 2013 - the report is available to view on our website [www.wemburysurgery.co.uk](http://www.wemburysurgery.co.uk), at reception and through our Newsletter

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

Wembury Surgery Patient Participation Group has 5 male and 6 female members; ethnicity of all PPG members is currently white British. The age of the group ranges from 17 years to 83 years. There is individual representation for learning disabilities, the housebound, the elderly and young people.

#### **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:**

The PPG is representative of most patient groups, including young people, those with disability, the retired, those in employment, families with young children and the housebound. The PPG advertise their service and request for more volunteers through the quarterly newsletter, on the notice boards in the waiting room and in the Practice Leaflet and our website.

#### **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 PPG met in September 2012. Prior to the meeting the PPG were given a sample copy of a nationally recognised survey tool, 'Improving Practice Questionnaire,' produced by CFEP Surveys UK. The survey asks very relevant questions and allows for the opportunity to add any comments on how to improve our service. There is also the option of creating up to 5 questions that are specific to our practice that the PPG feel would be appropriate to include. The group discussed ideas on the areas to be covered by the local patient survey; results of the 2011/2012 survey were analysed together with general feedback from patients who had been canvassed by the PPG. It was agreed that the CFEP survey would be used and that 5 further questions would be asked. The PPG requested that questions on obtaining test results, the appointment system, travel advice and patient awareness of services provided would be useful to include based on comments received from patients.

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

The practice issued the 'Improving Practice Questionnaire' during October 2012. The format of the survey was 28 questions broken down into 5 groups:- About the practice, about the doctor, about the staff and 4 general questions, together with a space for comments on how the practice could improve its service and comments about how the doctor could improve. The practice added 5 further questions which were printed on a separate A4 sheet and issued at the same time. The questions were scored with a tick box ranging from Poor, Fair, Good, Very good and Excellent. The survey was issued to all patients attending the practice seeing a clinician on that day as the majority of the questions related to their patient experience at the time of consultation. Patients were encouraged to complete the questionnaire after their consultation and leave it in the box provided at reception.

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

The survey results were distributed to the PPG prior to a meeting in December 2012.

Members of the PPG attended this meeting together with the Practice manager and the Partners.

***94% of all patient ratings about the practice are good, very good or excellent and the PPG congratulated us on our service.***

- Looking at the scores where patients have ticked poor or fair, and comparing this with comments written by patients, the main area for concern is around patient confidentiality in the waiting room which was the main concern arising from the survey in 2011/12. Recommendations carried out as a result of last year's survey has resulted in far fewer negative comments about confidentiality. We propose to extend the privacy screen around the reception area to enable telephone conversations to be more discreet and improve signage, asking patients to stand away from the reception desk when another patient is being dealt with by reception.
- Analysing the age range of the patients involved in the survey highlighted the need to target a younger age group in future years.
- Of the 5 extra questions we asked, the results highlighted a need to promote Smoking Cessation and the Carers' Clinic more successfully
- As with our survey in 2011/12 there were only 2 patients requesting an online appointment system

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

[Please see attached Survey results provided by CFEP HERE](#)

**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.**

Since our 2011/12 survey we have implemented a number of changes in the waiting room to improve patient confidentiality. We have also improved our communications through a regular quarterly newsletter. We have modified our appointment system to better suit the needs of our patients.

Actions for this year

1. Modification to reception/waiting room to enhance privacy
2. Targeted survey of the under 25's
3. Promote Carers' Clinic and Smoking Cessation more prominently

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

Wembury Surgery is open Monday to Friday 08.30 to 13.00 and 15.00 to 18.00. It is also open on Thursday evening to 19:00.

The dispensary is also open at these times. Prescriptions can also be requested on line using the service available through [www.wemburysurgery.co.uk](http://www.wemburysurgery.co.uk)

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

Wembury Surgery offers extended opening hours on a Thursday evening between 18.30 and 19.00

Pre bookable appointments are available with a GP and Nurse Practitioner.

## **Document Control**

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### **B. Document Details**

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