

Dr. J. N. Singh

Dr. J. J. Jones

Dr. K. Pande

Dr. C. I. Lorences

Sister. J. Alland

LOCAL PATIENT PARTICIPATION REPORT 2013/14

PATIENT SURVEY RESULTS AND ACTIONS 2013-2014

The Practice decided in 2011 that it would be beneficial to the both patients and staff, to develop a Patient Participation Group. The basis for forming a group was to give the patients a voice on matters of importance to them within the practice and to influence key decisions made by the Practice.

We advertised for our PPG (Patient Participation Group) via our website, posters in the waiting rooms and the counterfoil on our prescriptions and our monthly newsletter. The group that we recruited are not as representative of our Practice population as we had hoped. We have tried in vain to recruit a more representative group by advertising in all available areas for additional members of a younger age and more diverse ethnic groups.

The members of the PPG are also actively trying to recruit new members in the groups required.

Reception staff are also aware of the need for new members and are encouraged to promote the PPG wherever possible to potential new members.

The PPG has members which are aged between 43 and 82. The group is well represented for sex with an equal balance of male and female members. The only significant area missing from the group is the under 40's age bracket.

The group includes a mixture of ethnic origins and is therefore a good representation of the Practice population.

The information below shows the profile of the PPG

Age	Sex	Ethnicity
61	M	Mixed British
67	F	White British
65	F	White British
43	M	White British
53	F	White British
60	M	White British
56	F	White British
66	M	White British
82	M	White British
81	F	White British
43 Practice Manager	M	White British
68 Managing Partner	M	Mixed British

This year we used Ipsos MORI to provide the questionnaire. The questions in their surveys were suitable to what we required and the areas we were looking at and gave us benchmark information as well as past scores for comparison purposes.

This is a reliable and sensitive tool which accurately measures patient satisfaction in designated areas and is sensitive to change.

We gave out questionnaires to patients of both sexes, wide age brackets and various ethnicities. These were patients that were attending the surgery either for an appointment, to collect a prescription or just popping in with a query.

We gave out the questionnaires at various different points during the practice surgery times. This ensured that we covered a wide section of the Practice population. For example, we gave out questionnaires at our baby vaccination clinic to ensure a younger population received them. We also gave these out during IHD and COPD clinics to ensure an older population received them.

We checked our pre-booked surgery lists to ensure that we could give out questionnaires to those of all ethnic origins, ages and sex etc.

The results of the survey are available in a separate document.

The results of the patient survey were discussed with the Patient Participation Group. The meeting took place on **Jan 14th 2014** with invitations sent to meeting members of the PPG along with copies of the results of our survey. This will give the members time to look at the results, analyse them and prioritise actions at the meeting.

During the meeting a presentation was given by the Practice Manager (attached) followed by a discussion around the patient survey results.

Results

We were pleased with our high score regarding opening hours as we have put a lot of resources into providing extended hours.

Other Items

The PPG meeting involved a presentation and discussion on attendance avoidance. This is a topic that is currently important and it was necessary to appraise the PPG members on what the practice, and the wider NHS community, is doing to prevent unnecessary secondary care attendances and the history and background around this.