



**PARK & BROOMFIELD
SURGERIES**

**LOCAL PATIENT PARTICIPATION
GROUP REPORT**

March 2014

PRACTICE PROFILE

The practice currently has a patient list size of 15941 patients with the following profile:

Gender profile	
Male	49.5%
Female	50.5%

Age profile	
Under 15	17.7%
15-64	60.9%
65-74	12.2%
75-84	6.1%
85 and over	3.1%

Ethnicity profile	
White British	96.1%
Asian	1.0%
Mixed	0.94%
Chinese	0.94%
White other	0.66%
Black	0.36%

SETTING UP THE VIRTUAL PATIENT REFERENCE GROUP

The Group was set up two years ago. Initially posters were put up in the waiting rooms at both surgeries, and we put a notice on the website inviting patients to join the virtual patient group. This got very little response, and the interest we did receive was all from the older age groups.

In order to try to recruit some younger people we targeted clinics aimed at this age group, leaving forms and a post box in the upstairs waiting room for the young persons walk in clinic, with clinicians asking patients if they would be willing to join. We also put some leaflets out at the Poppy Centre where young mums go to baby clinics. This got us a better spread of ages.

We are aware that there are many patients who don't come in to the surgery on a regular basis. In order to get the message out to some of these people we put letters inviting people to join the group in with outgoing letters to patients with long term conditions.

The Patient Group has been in operation for over two years now. It is still mainly a virtual group with email contact with the practice manager. We have had one face to face meeting, and there is a growing interest in meeting as a group. The practice is keen to encourage this.

There are currently 23 members of this virtual group, with the following breakdown:

Gender profile	
Male	56.5%
Female	43.5%

Age profile	
Under 15	0%
15-64	65%
65-74	35%
75 and over	0%

Ethnicity profile	
White British	95%
Mixed	5%
Afro-Caribbean	0%
Other	0%
Not stated	0%

The profile of the Patient representation Group broadly reflects the practice population. Initially we had to be proactive in recruiting younger members, and this mix has been maintained.

We are continuing with our efforts to recruit patients to the group, advertising in the surgery, on the website and in the practice leaflet.

PREPARING THE PRACTICE SURVEY

To decide what to include in the survey we took advice from the patient group, the staff, looked at previous surveys and looked at national issues. We sent a draft survey incorporating these areas to the PRG and asked if they had any further suggestions for areas that they thought should be covered. The feedback from the group was that they were happy with the survey. A copy of the service is attached.



Patient Survey 2014

METHODOLOGY AND RESULTS

The survey was run for 2 weeks in March 2014. Surveys were given to all patients coming into the surgery by receptionists and by the clinicians and were available online. A message was put on the calling board asking patients to complete the survey.

285 surveys were completed. The results of the survey were collated and circulated to the virtual PRG and Practice staff for comments and suggestions. The results are attached below.



Survey results 2014

The group also met to discuss the survey results. Our action plan is based on comments received from the group either by email or at the meeting, and has been sent to the patient group for agreement prior to publication. The action plan is shown below, and is published on the website as well as printed out and placed around the practice.

ACTION PLAN 2014

What	Why	When
Better advertising of online services	People using the online booking service and prescription service seem very happy with it, however the survey indicates that some people who have access to a computer are not aware that the service is available.	End of May 2014
Review website	A significant number of people find the website average to poor. We will look into alternatives to see if something more interesting can be done.	End of June 2014
Review appointment numbers.	The telephone triage system is popular, but the commitment to dealing with all patients on the day has put a strain on the GPs. We will endeavour to recruit a new full time GP to ensure there are sufficient appointments	End of August 2014
Further education and training in customer care for staff.	Whilst the overwhelming majority of patients are happy with the service they receive from Reception and administrative staff, there is still a minority of patients dissatisfied with the service they received. We will continue to monitor staff performance and arrange further training in customer care skills.	End September 2014
Repeat prescribing	Again, the majority of patients are happy with the service they receive. However, for those who experience a problem getting their prescription this can cause a lot of time and effort tracking down. It is difficult to monitor what has happened when prescriptions seem to go missing between the practice and the pharmacy. We will investigate electronic transfer of prescriptions between the practice and the local pharmacies and hope this will improve the overall service.	End December 2014

Increase awareness of alternative sources of treatment particularly when the surgery is closed	Some patients are going to accident and emergency or minor injuries departments when this is not the most appropriate place for their treatment. We will provide literature to ensure patients know how to access the most appropriate services when the surgery is closed.	End May 2014
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ACTIONS ON LAST YEAR'S SURVEY

An update on last year's patient survey is attached below.



ACTION PLAN 2013
update

CURRENT OPENING HOURS

PRACTICE OPENING TIMES

Park Surgery

Monday—Friday 08:00—18:30

The practice is also open from 18:30—20:00 Monday to Wednesday for booked appointments with Doctors, Nurses, Healthcare Assistants, Physiotherapists and Consultants. Early morning GP appointments are available 07:30—8:00 daily.

Broomfield Surgery

Monday—Friday 08:30—13:00 and 14:30—17:30

The Practice can be contacted by phone Monday—Friday 08:00—18:30.

Park Surgery Tel: 08443 879933 Fax 01227 742277
 or 01227 742568

Broomfield Surgery Tel: 08443 879933 Fax 01227 370638
 or 01227 749678

Email pm.parksurgery@nhs.net
Website www.parksurgery.net

When Broomfield Surgery is closed phones are automatically redirected to Park Surgery

When we are closed you can access the Out of Hours GP service by contacting NHS 111

We value the opinion of our patients on the services we provide. If you are interested in getting involved and would like to join the Patient Representation Group please email the Practice Manager, Hannah Walker—
pm.parksurgery@nhs.net