

**Report of the first 10 months of activity and outcomes of
Court Thorn Surgery's Patient Participation Group**

May 2011 – March 2012

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| <p>a. description of the profile of the members of the PRG.</p> | <p>PPG accessed the practice profile to establish how well they themselves are representative of the practice population and what action needs to take place to ensure 'hard to reach' population groups can be accessed.</p> <p>The practice has a population of 2646. Full breakdown in attached report.</p> <p>The PPG is made up of the following: Age: 45 – 54 x1, 55 – 64 x 4, 65 – 74 x 5 Female 6 Male 3</p> <p>As minuted on 23rd May, 2011 the PPG felt that to get a group together of all ages and ethnicity would be a challenge. The group then felt the best way to tackle this representative issue was to advertise and market their existence. Using Parish News, posters in the community, TV slide show within the practice.</p> |
| <p>b. the steps taken by the contractor to ensure that the PRG is representative of its registered patients and where a category of patients is not represented, the steps the contractor took in an attempt to engage that category.</p> | <p>The PPG also decided to establish a virtual group where patients could be emailed for feedback or for health/services campaign.</p> <p>The practice has collected emails from patients as part of the normal routine and in addition a virtual group of 10 patients has been established.</p> <p>The make up of these 8 patients are: Female 6 Male 2 Age: 35 – 44yrs x 1, 44 – 54yrs x 2, 55 – 64yrs x 3, 65 – 74 yrs x 2</p> <p>PPG write short reports within the Parish News to convey what was raised and what was resolved as a result of working in partnership with the practice.</p> <p>As minuted on 18th July 2011, the PPG suggested that search be carried out to establish who has not attended the practice over the age of 65 years. Then through the flu campaign establish why they haven't attended – is the service, access times, no need to.</p> <p>Only 26 patients of this age group had not attended the practice in the past year.</p> |
| <p>c. details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey.</p> | <p>A local practice satisfaction survey was created (hardcopy and via surveymonkey) as minuted on 20th June 2011. The outcome of the survey.</p> <p>Outcome of the survey: July 2011. All areas where scored Excellent – Good. There were no fair or poor comments. The PPG suggested repeating this survey in 6 months time.</p> <p>This is planned for March with additional questions added regarding (waste management of medicines, patient access, marketing and also MOT clinics).</p> <p>Consequently as a result of this excellent report the workplan was devised</p> |

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| | <p>from patient feedback to the PPG representatives.</p> <ol style="list-style-type: none"> 1. Disabled parking area to have yellow wheelchair logo applied to the ground/spaces 2. A bell for people requiring assistance to be made available at the Practice entrance 3. Educate patients as to when PLT is so they may access prescriptions outside these hours 4. Encourage patients to use email access to order prescriptions and book appointments 5. Satisfaction survey completed and to be repeated in 6 months time 6. Water to be made available in the waiting room 7. Explore self check in machine for patients 8. Educate patients about GP registrar – how this works? 9. Educate patients to stand behind the 'line' to maintain patient confidentiality at reception desk 10. Educate patients about the opening hours and ordering of dispensary – use of answer phone, in person, online 11. Raise the importance with clinicians about Information leaflets to be part of the Consultation process 12. Men's MOT to launch <p><u>New work-plan for 2012</u></p> <ol style="list-style-type: none"> 1. Men's MOT Clinic 2. Access to surgery 3. Reduce medicine wastage |
| <p>d. the manner in which the contractor sought to obtain the views of its registered patients.</p> | <p>Survey monkey and hard copy of questionnaire Actively encourage patients to give views through (newsletter, patient feedback forms, PPG representation)</p> |
| <p>e. details of the steps taken by the contractor to provide an opportunity for the PRG to discuss the contents of the action plan.</p> | <p>Jennie Sutton, Practice Manager acts as facilitator of the PPG group and feedback PPG comments to the practice team through the Practice meetings. Weekly updates are also provided to the team with patient feedback. PPG members are given typed minutes post meeting and outcomes are recorded or further discussed as necessary with the PPG.</p> <p>Website is under development at the moment and a 'Patient Viewpoint' page will be created.</p> <p>Patient viewpoints and actions as a result are feedback to patients via Parish newsletter, TV slide show and Newsletter.</p> |
| <p>f. details of the action plan setting out how the findings or proposals arising out of the local practice survey can be implemented and, if appropriate, reasons why any such findings or proposals should not be implemented.</p> | <p>As mentioned above. All actions have been completed or on their way to completion. Minutes can be provided.</p> |
| <p>g. a summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey.</p> | <p>This can be provided although as mentioned nothing of statistical significance was identified.</p> |
| <p>h. details of the action which the contractor, and, if relevant the PCT, intend to take as a consequence of discussions with the PRG in respect of</p> | <p>As mentioned above and minutes can be provided.</p> |

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| the results, findings and proposals arising out of the local practice survey | |
| ii. where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2012, has taken on issues and priorities as set out in the Local Patient Participation Report | As mentioned above and full report enclosed. |
| i. the opening hours of the practice premises and the method of obtaining access to services throughout the core hours | Access to services is provided via appointments, telephone consultations, triage, (email and skype consultation is being explored as an option). |
| j. where the contractor has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients. | Not applicable |

Jennie Sutton
6.3.2012