**Local Patient Participation Report for The Dow Surgery 2014**

Our current PRG continues to represent our Practice Population containing 9 women and 9 men. We have tried to get representation from as many ethnic groups as feasible. We currently have British, South East Asian, Eastern and Western European representation. We have a small number of Oriental patients but were unable to recruit any of these.

We continue to look broadly at the make up of our current Practice Population and identify the likely ethnic groupings. We advertise on our website for recruits and also within the waiting room with flyers and posters. We also approach likely people directly opportunistically within consultations.

We canvas their views as to what to include in our local practice survey via an e-mail forum. All patients on the group are given the opportunity to suggest priority areas to survey on a number of occasions.From these replies we formulate an on-line local practice survey via “Survey Monkey”. The link to this was sent out to all patients whose e-mail address we had recorded and also a link is put on the Practice website. Paper copies are printed and distributed within the waiting room to canvas opinions of those within the surgery. Once sufficient replies have been obtained the report is analysed and a summary of the main findings formulated. We discuss these at a practice meeting to develop an action plan for the practice.

The summary and action plan are distributed to all patients in the PRG for consultation and comments via e-mail.

From the action plan 2013 we have achieved the following:

In June 2013 we migrated to EMIS Web medical system which allows more functionality for online prescription requests, appointment requests and viewing of medical records. We have developed a dedicated website now to interface with the system. We are trialling the prescription requests currently.

We have reviewed the reception area and made alterations physically and to the pattern of work areas to ensure more confidentiality with telephone requests.

Telephone Consultations have been added to all doctors’ surgeries on specific days and the impact and use of these will be reviewed regularly.

**Survey 2014**

The findings of the survey this year were as follows:

Our practice population is currently just over 11,000 patients and we had a total of 121 replies received over the 4 week period of the survey in February and March 2014:

* 95%% of people were happy with the receptionists of which 76% very happy which is increased from last year’s figures.
* 25% found it very easy to use the phone system, 41% fairly easy the remainder found it hard
* Only 5% responders had attended A&E because unable to get an appointment “In hours”.
* 10% had attended A&E because unable to get an appointment “Out of hours”.
* 55% had used text message reminders for appointments and well over 90% had found it useful.
* 30% would consider using the text reminder with only 12 % would not.
* 70% would be interested in using text results system.
* 83% would use electronic prescriptions
* 95% would recommend this practice to others.

**Action Plan 2014:**

Our main focus this year will revolve more online functionality as well as improving our telephone system. The following are the major points of this years plan:

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| Install a new modern phone system with increased functionality. | May 2014 |
| Change our appointments system to EMIS Appointments. | June 2014 |
| Roll out increased online services via a new website and EMIS Web with use of prescriptions, appointment booking and access to medical records. | December 2014 |
| Ongoing review of telephone consultation appointment usage | December 2014 |
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| Look to implement text messaging options for results | March 2015 |

Our current core hours of opening are 8.30 – 6.30 Monday to Friday. Access to all our services are via the practice telephone as detailed or in person at the surgery during these hours.

We run some extended hours surgeries through the week with surgeries operating between 7 am and 8am, 6.30pm – 9pm and Saturday mornings once a month. The days these are provided varies and details can be obtained from the surgery.