

## **Patient Participation Group report 2013/14**

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Our patient participation group currently has 10 members consisting of 5 ladies & 5 gentlemen, of varying ages the group and is fairly representative of the practice population, although we don't have anyone in the 18-34 year old age group but we realise that this age group is always difficult to recruit. New participants are always welcome & this invitation is included on our website, in practice and is also included in the PRG newsletter that is produced on a quarterly basis.

The group meets on a monthly basis in an evening, the meetings usually last a couple of hours, and includes a GP and a receptionist/secretary. Ideas for a patient survey were sought during the meetings and communication was chosen as this affects patients and the practice, good communication is key in a practice. Access was another area that the group wanted to focus on.

The survey was carried out within the practice on an ad hoc basis, this was conducted over a 3 week period during September 2013. The results were then collated and published to the practice website in November 2013.

Generally the results from the survey were very pleasing and we were scored highly in all areas, we asked how easy it was to get through on the telephone, this was good but we noted a few comments which said that access was more difficult on a Monday morning.

Patients found ordering a prescription was good, this was despite the fact that we stopped allowing patients to order their prescriptions over the telephone (for safety reasons) which was very pleasing. We also asked if they felt they had long enough during a consultation to discuss their condition and almost all agreed they did.

### **Our agreed action plan is as follows:**

- To try to re-educate patients to only contact the practice on a Monday morning for urgent requests for appointments & prescriptions, if it is non-urgent then try to leave it until later in the week . The PRG is going to include a piece re their Spring Newsletter, which will be available in the practice in paper form or on our website.
- To continue to be proactive in getting patients signed up to the online facility both for ordering prescription and making appointments
- Also to continue to ask for mobile phone numbers & email addresses, our practice now uses SMS texting via SystemOne to remind patients a day before of a booked appointment. The PPG has asked that we carry out a 'did not attend' audit one we have been using the system for 6 months we will then compare this to a previous time when we weren't texting. This will hopefully show that the DNA rate has fallen.
- We will also be looking at sending reminders for blood pressure checks, medication reviews etc, patient consent for this will be gained & entered on the patient record.

**Practice opening hours:-**

These are advertised on our website and include a late surgery on a Monday evening with a GP and a Practice Nurse seeing patients and we have early morning appointments available starting at 7.30am Tuesdays – Fridays every week.