2013-14

**GLENSIDE COUNTRY PRACTICE**

**PATIENT PARTICIPATION REPORT**

**Component 6**

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| **A** | **A description of the profile of the members of the PPG :**  *The Patient Participation Group consists of 14 members. 6 virtual and 8 face to face. 7 of which are female and 7 are male. The practice is 99.5% white british and the group consists of 13 white british and 1 Indian or British Indian.* |
| **B** | **The steps taken to ensure that the PPG is representative of its registered patients and where a category of patients is not represented, the steps taken in an attempt to engage that category :**  *The practice actively promotes the patient participation group and this is done by :*   * *Face to face by GP* * *Invite by PPG member* * *Posters in waiting room* * *Newletters* * *Website* * *Facebook Page* |
| **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 :**  At a patient participation group meeting held on 24th October 2013 a copy of the proposed patient survey questionnaire was given to all members by email in advance of the meeting for their feedback. All feedback was documented and discussed and the agreed amendments were made to the questionnaire, the only amendment suggested was asking the number of times it took to get through to the surgery on the telephone.  The results of which are as follows : |
| **D** | **The manner in which the contractor sought to obtain the views of its registered patients :**  Copies of the patient questionnaire was made available in reception at both surgeries and receptionists were asked to actively hand these to patients on arrival during December 2013.  Copies were also made available in the waiting room. |
| **E** | **Details of 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 finding or proposals should not be implemented :**  Patients are asked on the questionnaire to give feedback/comments. These were discussed with the PPG members in the meeting held on the 6th March 2014. The action plan was as follows :  **Parking** – It was agreed that the car parking at the Corby Glen surgery is not ideal and Dr Ray explained that improvements to this are in the long term plans for general improvements already agreed for the practice.  **Timescale : Review 31st December 2014 by Dr Ray**  **Worried about future of the practice** – It would appear that some patients were concerned regarding the future of the practice after partners retirements. Dr Ray has kept the PPG members up to date regarding this at all meetings, however, it was suggested that maybe a small newsletter could be produced to give to all patients, possibly in their monthly prescription bags, informing them of past and upcoming changes. Another idea was that we could ask patients if they would like information sent to them by email. A form will be devised and added to the registration pack and made available for current patients to sign up. **Timescale : 31st March 2014 Karen Bates**  **Telephone Lines** – Despite introducing online booking and 24 hour order line there are still issues with the telephone lines being engaged. One of the PPG members suggesting having a “queue like system” as already in place at Corby Glen. This will be looked in to and implemented. The survey also highlighted that a lot of patients were still unaware of all services regarding access and this should also be highlighted in the newsletter for patients. **Timescale : 30th April 2014 Gill Stafford**  **Outside Lighting at Castle Bytham** – Lighting is still not sufficient on the access ramp at Castle Bytham. One member suggested lowering the light that was already there and installing another a little further down the ramp. This to be implemented. **Timescale : 30th April 2014 Gill Stafford**  **Waiting Times** – One comment was that they had waited a long time to be called in by the doctor without an apology or explanation. This was discussed with the members and they all felt from experience that this was not an issue and if there was any delay they had always been informed at the time and an apology was always given. They accept that they may have to wait at times because of the “personal touch” received. |
| **F** | **A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising from the local practice survey** –  The patient questionnaire had 6 sections with 20 questions in total as below :   * Access to a Doctor or Nurse   + Speed at which the telephone was answered initially   + Length of time you had to wait for an appointment   + Ability to see a GP of your choice   + How do you rate the online appointment booking service   + How do you rate the way you were treated by the receptionist * Obtaining a Repeat Prescription   + How easy do you find the 24hr ordering telephone line to use   + Prescription correctly issued   + Handling of queries   + How do you rate the online repeat prescription ordering service   + How do you rate the way you were treated by the dispenser * Obtaining Test Results   + Were you told when to contact us for your results   + Results available when you contacted us   + Level of satisfaction with the amount of information provided * About the Staff   + The helpfulness of the reception staff   + The helpfulness of other staff * Overall   + My overall satisfaction with this practice * About the Surgery   + Are you happy with the range of services offered by the surgery   + How easy is it to enter the surgery   + Condition of waiting area   + How clean is the surgery   The patients were asked to rate us as follows 0 – No Experience 1 – Poor 2 – Fair 3 – Good 4 – Very Good 5 – Excellent. An average was then worked out for each section and these are listed :   * Access to a Doctor or Nurse – 3.6 – Good -> Very Good * Obtaining a Repeat Prescription – 4.3 – Very Good -> Excellent * Obtaining Test Results – 4 – Very Good * About the Staff – 4.6 – Very Good -> Excellent * Overall – 5 – Excellent * About the Surgery – 4 – Very Good   Full copy of the can be forwarded if required. |
| **G** | **Details of actions taken :**  Survey only just been discussed with PPG, therefore, not all actions have been dealt with.  **Lighting** – Electrician has been contacted to investigate the lighting on the entrance ramp at Castle Bytham.  **Telephone Lines** – The Practice Manager, Gill Stafford, has contacted our telephone provider to discuss “queue like system” to be added to the telephone line at Castle Bytham.  **Worried About Future of the Practice** – Newsletter has been produced and will be put in to the patients prescription bags during the month of April. A form has been devised to gain consent from patients to email them newsletters, surveys, questionnaires etc. This will be added to the new patient pack and will be made available in the waiting room and online via the practice website for completion. Newsletters will also be available in the practice waiting room.  **2012-2013 24 hour Telephone Line Number** – Patient could not remember number, so a message was added to all prescription counterfoils to ensure all patients have the number to hand.  **2012-2013 – Negative Comments about GPs** – There were a couple of negative comments about GPs attitude. This was discussed with the GPs and it was felt that once all the changes within the practice had been completed this issue had been resolved and no further negative comments were received during 2013-2014 survey. |
| **H** | **The opening hours of the practice premises and the method of obtaining access to services throughout the core hours :**  **Castle Bytham**   |  |  |  | | --- | --- | --- | | **Monday** | 8.30am – 1.00pm | 2.00pm – 7.30pm | | **Tuesday** | 8.30am – 1.00pm | 2.00pm - 6.30pm | | **Wednesday** | 8.30am – 1.00pm | 2.00pm – 6.30pm | | **Thursday** | 8.30am – 1.00pm |  | | **Friday** | 8.30am – 1.00pm | 2.00pm – 6.30pm |   **Corby Glen**   |  |  |  | | --- | --- | --- | | **Monday** | 8.30am – 1.00pm | 2.00pm – 6.30pm | | **Tuesday** | 8.30am – 1.00 pm |  | | **Wednesday** | 8.30am – 1.00 pm | 2.00pm – 6.30pm | | **Thursday** | 8.30am – 1.00pm | 2.00pm – 7.30pm | | **Friday** | 8.30am – 1.00pm |  |   You can obtain access to these services via :   * Telephone * Visiting the practice * 24hour Ordering Line * Online services via practice website |
| **I** | **Where the contractor has entered in to arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients :**  The practice offers extended hours as above. Monday evening 6.30pm – 7.30pm at Castle Bytham and Thursday evening 6.30pm – 7.30pm at Corby Glen. |
| **K** | **Have you made the following aware that the report is available and where it can be viewed :**  The following have been made aware of this report :   * PPG members * Practice website * Noticeboard in the waiting room * CQC at time of inspection |