

PATIENT PARTICIPATION GROUP REPORT 2014/15

Evington Medical centre has recruited two new members to the PPG this year. We offer a virtual group that can be contacted by email or post.

a. The breakdown of the group as it stands today is:

Sex:

8 Male

6 Female

Ethnicity

1 White British

13 Asian

Age:

35-45 1

45-54 4

65-74 8

75+ 1

b. We are continuing to work towards recruiting a group that is more representative of our surgery population. We have 8 male and 6 female members and it would be nice to recruit some younger members to the group. We have published information about our group on our practice website and in our monthly newsletter and also a poster in our waiting room to try and attract new members. The practice also has a section on its website where patients can read about the group and join online.

We have also asked doctors and staff to invite patients onto the group and this has helped to recruit some of our members.

c. We asked our PPG members to complete a questionnaire to give their views on making our services better and which they thought our key priorities are when it comes to looking at the services we provide to the patients in our practice (see Annex A). We decided to use the template questionnaire as recommended by CQC. The questionnaire was produced and then sent to our PPG members for their approval.

d. Once the questionnaire was produced we surveyed 200 patients (3.03% of the practice population) who visited the surgery over a two month period. The questionnaire was put on our website for patients to complete and patients were also asked to complete a questionnaire when they attending surgery.

e. The results of the completed survey and comments were sent to our PPG members prior to inviting them to a meeting to discuss the results and decide what actions to take. A meeting was held with representatives from the PPG, Mr Shaun Chadwick (Executive Manager), Dr Chandrakant Kumar and Dr Raaj Thakor.

f. Overall the results of the survey were very positive, but comments were made regarding trying to get an appointment, waiting times to see the doctor, trying to get through on the phone and parking.

Responses found to be positive

We get excellent treatment at the Practice.

Having been at this practice since birth it continues to provide an excellent healthcare service with polite and efficient staff.

Me and my family are pleased with the service we receive

Responses found to be least positive

For a whole week I had a receptionist telling me to ring the next day at 8.30 for an appointment.

If I know what is wrong why I cannot just book one for the next available appointment.

We have recently moved which means we now travel by car to the practice. Parking is a major issue and sometimes makes us a few minutes late for appointments and receptionists have been unsympathetic.

Waiting times getting longer, when you work full time this is very frustrating when you rush to get here on time, not enough appointments for after work hours – 5pm onwards, have never been able to get appointments from 5pm.

g. See Annex B survey results

h. The PPG have identified the following priorities:

1. Appointment availability
2. Waiting times for doctors
3. Getting through on the phone

4. Parking
**IMPROVING
 PATIENT
 SATISFACTION
 PRACTICE
 ACTION PLAN**

**Area for
 improvement**

1. Appointment availability	Recommendation	Action Required	Practice Lead	Timeframe for changes	Comments
1. Appointment availability	Discuss with doctors extended hours	Book a meeting with doctors to discuss	Mr Shaun Chadwick		June 2014
2. Waiting times for doctors	To see if we as a practice can overcome this problem	Speak to the doctors regarding this	Mr Shaun Chadwick		June 2014
3. Getting through on the Phone	Look at current phone system	Look at other ways patients can contact the surgery, push online booking	Mrs Sharon Tompkins		June 2014