

Local Patient Participation Group report

This report summarises the development and outcomes of Market Street Surgery's Patient Reference Group 2011/12.

It contains:

1. Profile of practice population and PPG.
2. Process used to recruit to our PPG.
3. Priorities for the survey and how they were agreed.
4. Methods and results of patient survey.
5. Resulting action plan and how it was agreed.
6. Confirmation of our opening times.

1. Profile of practice population and PPG.

Market Street Surgery is a long established medical practice, looking after a broad range of patients in the Earlestown and Newton-le-Willows area. The Practice has a list size of over 8300, and our philosophy is to be part of the local community and provide an all round range of health care facilities for all. We have recently attained training practice status and are constantly looking for ways to develop as a practice.

Age Groups	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	100+
Female	454	457	505	468	673	511	510	414	212	49	3
Male	464	466	549	461	652	526	434	354	138	11	0
Total	918	923	1054	929	1325	1037	944	768	350	60	3

Total Female Population 4255
Total Male Population 4055
Total Practice Population 8310

2. Process used to recruit to our PPG.

Our PPG has been recruited by way of :-
personal invitation,
posters in the waiting/reception area,
inclusions on our practice leaflet,
advertising the meetings on our website with open invitations,
and LED messages on our automated call in system.

We have found it consistently difficult to recruit new representatives on to our PPG, and our next step is to set up a 'virtual' patient reference group for those who found attending the PPG difficult due to work or social commitments. We are hoping that this will attract those in the age group 18-40

PPG	Under 40	40-65	Over 65
Female	0	0	2
Male	0	0	3
Total	0	0	5

As can be seen above, our PPG numbers are small, but we continue to strive to encourage new members to join.

3. Priorities for the survey and how they were agreed.

Following a discussion with the PPG in early February 2012, around prescription issues, and appointment booking, it was decided to survey a sample of patients to ascertain their views and obtain potential solutions. This survey will be undertaken between late February and early March with results being fed back to the PPG Mid March and a plan in place by the end of March.

The questions agreed were:-

- a) Overall how satisfied are you with the present system for ordering prescriptions?
- b) Would you use 'online' ordering if it were available?
- c) Overall how satisfied are you with the present system for booking an appointment with a GP or Nurse?
- d) Would you use an 'online' system if it were available?

4. Method and results of patient survey.

A brief questionnaire was devised to ascertain patients views on the prescription service and if it could be improved with an 'online' system, and similarly with the appointments booking system. This questionnaire was distributed to a random sample of 200 patients (2.4% of the list size) who called into the surgery between 27th February and 9th March. Of these 200 surveys, 150 were completed in the main surgery, and 50 were completed in our branch surgery in Burtonwood. The return rate was 124 (82.6%) at Earlestown, and 45 (90%) at Burtonwood, which was a very high return rate.

Our survey showed that 78% of all patients were 'satisfied' or 'very satisfied' with the system for ordering prescriptions, and that nearly 59% would make use of an online system for ordering prescriptions

There was a similar result in terms of appointment booking, with nearly 72% of all patients being 'satisfied' or 'very satisfied', and that 90% would utilise an online appointment booking system if it were available.

Whilst the practice recognises that there is clearly room for improvement in both of these areas, it is heartening to see such large numbers of patients are happy to embrace technology and try a new system.

5. Resulting action plan and how it was agreed.

What	How	Who	Completed By	Comments
Launch a trial of online prescription ordering	Discuss details with our website designers and liaise with our internal IT team to set up process to allow patients to access ordering of prescriptions online.	Ian Mooney and Sandra Tither	End April 2012	Our survey gave overwhelming feedback of patients willingness to try and extend our online facilities.
Launch a trial of online appointment bookings, with a restricted number of appointments being available to book for online users.	As above, utilising internal IT.	Ian Mooney and Sandra Tither	End April 2012	Patient feedback demonstrated that other avenues of communication were required to facilitate booking appointments for all patients.

6. Confirmation of our opening times.

The Practice is open as follows

	Monday	Tuesday	Wednesday	Thursday	Friday
AM	8:30-12:00	8:30-12:00	8:30-12:00	8:30-12:00	8:30-12:00
PM	13:00-18:00	13:00-18:00	13:00-18:00	13:00-18:00	13:00-18:00

Our Branch Surgery is open as follows

	Monday	Tuesday	Wednesday	Thursday	Friday
AM	8:30-12:30	8:30-12:00	8:30-12:00	8:30-12:00	8:30-12:30
PM	14:30-17:30	Closed	Closed	Closed	14:30-17:30

Any patients who wish to become part of our Patient Participation Group please ask at reception, or alternatively give feedback online at www.drjamesandpartners.co.uk