

Local Patient Participation Group report

This report summarises the development and outcomes of Market Street Surgery's Patient Reference Group 2012/13.

It contains:

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

1. Update from 2012's report.

Following last year's audit, we have now successfully launched our online prescriptions service and presently have over 350 patients ordering repeat prescriptions via the internet!

2. 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

3. 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.

Following the above, and increased activity at the surgery, new representation on our PPG has increased. We are hoping that this will continue as we had 11 members at our last meeting in March 2013.

PPG	Under 40	40-65	Over 65
Female	0	2	3
Male	0	1	5
Total	0	3	8

As can be seen above, our PPG numbers are increasing and we will continue to attempt to attract members of a younger age group.

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

Following a discussion with the PPG in early January 2013, around telephony issues, 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 would you say your present status is in accessing the practice via telephone?
- b) How many times in the last 6 months have you accessed the practice via telephone?
- c) Was your call/s answered promptly?
- d) Any further comments?

5. Method and results of patient survey.

A brief questionnaire was devised to ascertain patients views on the telephony service to see if the system was fit for purpose and if needed could be improved. This questionnaire was distributed to a random sample of patients.

The results showed that 76% of those surveyed were satisfied or better with the present system.

Whilst the practice recognises that there is clearly room for improvement in our telephony service, it is heartening to see such large numbers of patients are happy with the current service.

However it was noted that there was an element of dissatisfaction around the availability of appointments at 8:30am which is perceived as a telephony problem when it is more of an appointment availability issue.

6. Resulting action plan and how it was agreed.

What	How	Who	Completed By	Comments
Review/audit appointment availability with a view to streamlining the influx of telephone calls throughout the day.	Audit calls to verify numbers of patients requiring appointments at varying times throughout the day	Ian Mooney and Sandra Tither in conjunction with the reception team.	End April 2013. The results will be updated as appropriate.	Our survey gave positive feedback from patients regarding the telephony service however we now need to look at the appointment system to try and alleviate ongoing perceptions of inability to book appointments.

7. 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