

## Local Patient Participation Group report

This report summarises the development and outcomes of Market Street Surgery's Patient Reference Group 2013/14.

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 2013's report.

Following last year's audit, we have restructured the appointment system, and now have more appointments available at the beginning of each week which has taken a lot of pressure off both the start of the week and consequently the end of the week as back logs are not building up.

### 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 everyone. We are a training practice 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	457	456	507	447	640	564	490	429	223	43	0
Male	451	438	542	462	626	564	439	373	123	14	0
Total	908	894	1049	909	1266	1128	929	802	346	57	0

Total Female Population           4256  
Total Male Population               4032  
Total Practice Population           8288

### 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	4
Male	0	1	4
Total	0	3	8

As can be seen above, our PPG numbers have remained static but 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 2014, around missed appointments, it was decided to survey a sample of patients to ascertain their views and obtain potential solutions. This survey will be undertaken between mid January and late January with results being fed back to the PPG mid February and a plan in place by the end of March. The questions agreed were:-

- a) Do you struggle on occasions to get an appointment with your GP?
- b) Did you know the average number of missed appointments over the last 6 months was 155 per month?
- c) Do you think the practice should remove patients who miss 3 or more appointments, and do not notify the surgery, within a 12 month period?

### 5. Method and results of patient survey.

A brief questionnaire was devised to ascertain patients' views on the issue of missed appointments to see how the issue could be addressed. This questionnaire was distributed to a random sample of patients.

The results showed that 99% of those surveyed were in favour of patients being removed from the list who regularly missed appointments.

Whilst the practice recognises that there are occasions when patients should and indeed must be allowed to stay on its list, these results show that patients are keen to see action taken were repeat ‘offenders’ are identified.

## 6. Resulting action plan and how it was agreed.

What	How	Who	Completed By	Comments
Practice Manager to review patients who have missed appointments and refer those who have missed 3 or more within a 12 month period to the Partners to look at removal from the list	Each patient being considered for removal will be discussed at the regular Practice meetings and individual circumstances taken into account.	Ian Mooney to prepare and review with GP Partners	Ongoing each month.  The results will be updated as appropriate.	Our survey gave overwhelming support to the surgery in trying to ensure that the appointment process was fair to all patients.

## 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](http://www.drjamesandpartners.co.uk)