

Patient Participation Report – March 2013

St Agnes Surgery

St Agnes Surgery Patient Participation Group has now been up and running for nearly two years.

Practice Demographics

St Agnes surgery has a total practice population of 8018 (March 2013) and we are anticipating an increase in patient numbers due to new housing being built at present. The age ranges are as follows:

1 – 19	1638	20.4%
20 – 34	1173	14.6%
35 – 44	1106	13.9%
45 - 64	2250	28%
65 plus	1852	23.1%

The overwhelming majority of patients' ethnic origin is British white with a very small number of any other ethnic group.

The practice has 5 GP partners (4.5 whole time equivalent) and one part-time salaried GP. There are 4 practice nurses and 1 health care assistant, all of whom provide appointments.

Recruitment of PPG Members

The Practice had actively recruit members for the PPG to try and ensure that the group was representative of the patient list. We therefore approached 40 patients, approaching teenagers, young mums, working patients, carers, disabled patients, retired patients and patients living in sheltered accommodation. We felt this would cover a good range of ages and medical needs. It was felt that the above was a fair representation of the patient population, and the practice is aware that the patients who responded do not represent any ethnic minority. However the website invites all patients to have a say and approach the PPG and there will be further recruitment of members as necessary.

Although we initially had a good response, since the first meeting group members have for various reasons dropped off and we are in the process of once again actively recruiting new members. The core group of four have remained enthusiastic and loyal and are keen to carry on. The members will be bringing their suggestions to the next meeting planned in April. We have not had much response from Facebook or the website and this will hopefully be rectified if we manage to recruit younger members who will take over this task.

We have been fortunate enough to be able to recruit a wonderfully efficient secretary though Dr Whitworth has for the time being agreed to carry on as Chairman at the request of the committee members. It works well and he is happy to do so. As the new recruitment drive progresses, this may change.

Patient Survey

We have just completed our second patient questionnaire as a follow-up of last year's survey as we were keen to see if the changes we had made had indeed made an impact on patient perception. We have implemented most of the actions following the initial questionnaire and have:

- Published 3 surgery newsletters with the 4th in production.
- Installed automated doors both in St Agnes and Mount Hawke surgeries
- Had discussions regarding telephone consultations with the partners and agreed to have a trial run which is still to be implemented

The newsletters has been made available on our website and have been published in a free newspaper which is delivered locally. We have advertised the Patient Participation Group and each newsletter has as a matter of course information about our appointments, to keep getting the message across of when and how patients can contact us.

NHS 111

One committee member and our new secretary attended one of the publicity meetings in January and will be giving a report at our April 2013 meeting

Future Plans

We plan to approach the PPG to take on the Time Bank project, aimed at helping to keep elderly people to live in their homes longer and will be on the next agenda.