

## **Patient Participation Report – March 2014**

### **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 7997 (March 2014) 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 groups.

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

### **Recruitment of PPG Members**

Some of the members of the PPG have had to retire and we had discussions about a recruitment drive, focussing specifically on the age range of members as the core group which had remained were all over 65. The remaining members of the PPG were all involved in recruitment with good results. We have been successful in recruiting five new members of the PPG, including a younger representation. The age group is more representative of the practice which was the goal. We will continue to actively recruit new members to ensure continuing success of the PPG.

Patient Forum	Gender	Ethnic Origin	Age Group	Carer?
Member 1	Male	British	55-64	No
Member 2	Female	British	64-75	No
Member 3	Female	British	55-64	Yes
Member 4	Female	British	35-55	No
Member 5	Female	British	55-64	No
Member 6	Female	British	64-75	No
Member 7	Female	British	35-55	No

### **Patient Survey**

It was decided at the meeting on 7<sup>th</sup> November 2013 to stay with the same format of questionnaire as the previous years to enable us to compare the results effectively. We had 55 questionnaires returned. The results of the survey are published on the website.

## Results

The results of the survey were on the whole very good and the majority of patients completing the questionnaire are happy with the way the surgery is run. There are however improvements to be made.

	<b>Problem</b>	<b>Discussion</b>
1	Some patients still unaware of booking 4 weeks ahead	This was looked into and an action plan put in place
2	Waiting for phone reply, particularly at busy times	The reasons for this were discussed with the PPG and solutions suggested. Discussed with the reception manager and solutions suggested.
3	Patients unaware of queuing system	Practice manager to take up with suppliers of phone system
4	No Calling system at Mount Hawke	Discussed at the practice meeting with the partners and agreed to order

### Action Plan for 2013-14

	<b>Action</b>
1	Repeatedly put appointment information in newsletter Information put on 'Ticker Board' in the waiting room Reminding doctors to tell patients to book on the way out rather than in four weeks' time
2	Information on phone message to say no prescriptions are taken over the phone to reduce number of phone calls
3	Phone company scheduled for March to put a message in place about queuing system
4	Calling system on order and due to be installed

### Action Plan for 2014 – 2015

It was agreed at the last PPG meeting that it would be useful to have a few members approaching patient to ask three open-ended questions about the surgery: What does the practice do well, what could be improved and would you recommend this surgery to friends and family. It was agreed that this approach would be beneficial to both the patients and the practice and would increase open communication between the practice and the patients.

It was agreed that at the same time it would be an opportunity to promote the services the practice offers ie health promotion etc and use various venues: both surgeries, Toddlers Group, the Chapel Tuesday club.