

Dr Wood and Claridge



Local Patient Participation Report

Date Published:

A description of the profile of the members of the PPG:

Female aged 50
Female aged 74
Female aged 44
Female aged 76
Male aged 60
Male aged 56
Male aged 79

A description of what steps the Practice has taken to ensure that the PPG is representative of its registered patients and where a category of patients is not represented then what steps have been taken by the Practice in an attempt to engage with those patients:

This is our 2nd year and our PRG is as above. We have tried to encourage more members to our PRG and so far have recruited 2 new patients who are both in the age group 45-55 and are White British.

A description to be entered in around how the Practice and the PPG determined and reached an agreement on the issues which had propriety within the Local Practice survey:

Our patient survey was emailed to our group to ask their opinion and advice about their views and from the results shown discussed areas for improvement.

Also we had a member of the PRG - female aged 76 who sat in our waiting room on two occasions (a morning and an afternoon) to observe patients, receptionists, GP's and other staff involved that work at the Health Centre. This was extremely valuable information we obtained from this member and will be reported on later in this report.

As we do every year we did the CFEP survey and results were sent via email to our PRG with replies back to help us with improvements in the practice.

A description of how the Practice sought to obtain the views of its registered patients

We used the CFEP survey again this year which we are able to see from previous years how we have improved in various areas. The survey was completed by 100 patients and the results of this survey were emailed to our PRG for discussion.

A description of how the Practice sought to discuss the outcomes of the local survey and the Practice's action plan together

The survey as mentioned above was emailed to our PRG and the replies discussed with each individual member via email. Unfortunately most of PRG group did not reply except for 3 members: answers below:

One male PRG member - said 'did not understand this survey'

One female PRG member - said 'excellent survey and felt that there was not much that could be improved on'

One female member came to the surgery to meet with myself and she felt that on the whole this was again an excellent result for the practice but felt more posters about the doctors and general information on how to access online booking/prescription service should be available on a poster in reception.

A description of the findings or proposals that arose from the local Practice survey and what can be implemented and if appropriate reasons why any such findings or proposals should not be implemented

For example: Change of opening hours - explain if these are feasible, why implemented or not implemented, Explain had discussions and agreement with the PRG or if not the PRG the PCT etc.

Up to date magazines - this was discussed with the group but felt this was not important enough to implement, although we do try to obtain magazines in the current year.

Coffee machine in waiting room - this was discussed with the group but again this was not relevant to the practice.

Later closing times for workers - Discussed this option but felt that the early extended hours were not used fully by workers and therefore we felt as a practice that having later closing times for workers would again not be fully utilised.

Telephone message out of hours - surgery opening hours should precede other information, discussed and implemented.

A summary of any evidence including statistical evidence relating to the findings or basis of proposals arising out to the local Practice survey:

For example: Opening hours of the Practice 98% of patients agreed that the opening hours on a Saturday were excellent. These can be positive or negative etc.

Overall our survey showed that 94% of our practice population showed that they were happy with our service at the practice and 94% rated it as good, very good or excellent.

Our highest percentage about our practitioners were:

1. Ability to listen at 94%
2. Explanations at 93%
3. Satisfaction with visit, Express concerns/fears and recommendation at 92%

Our lowest percentage about our practitioners were:

1. Self care 90%
2. Consideration 90%
3. Time for visit 91%

As you can see from these scores they are still high and fall in the highest 25% of all means

Our highest percentage about the practice were:

1. Telephone access 85%
2. Appointment satisfaction 82%
3. Opening hours satisfaction 77%

They all fell in the highest 25% of all means

Our lowest percentage about the practice were:

1. See practitioner of choice 66%
2. See practitioner within 48 hours 72%

3. Comfort of waiting room 74%

Two of these fell in the middle 50% of all means

All of these scores were above the National mean score

A Description of the action which the Practice, the PCT intend to take as a consequence of discussions with the PPG in respect of the results, findings and proposals arising out of the local Practice survey. If this is the second year of the scheme detail here any changes and issues since the 31st march 2012 local patient participation report was completed.

We initiated lunchtime openings last year so patients have access to the practice every day 0830-1800 which has proven very successful and patients who need to come in during their lunch hour are able to do so.

As mentioned above one member of our PRG group sat in the waiting room to observe on two occasions. These were her comments:

Surgery was light, warm and cheerful

A wide interesting and useful collection of leaflets and notices

I took away a leaflet on lupus which my sister-in-law has.

I was completely ignorant of its complexity so that made the visit valuable.

Someone has taken time to display and tidy all these leaflets so well. Thank you

Phone calls were dealt with efficiently and pleasantly and patients were greeted and welcomed. No names were mentioned with calls so confidentiality was not an issue

Did hear comments through the wall from the treatment room from nurse so it might

be worth checking this.

It might be worthwhile to display the poster about early opening hours more prominently.

It occurred to me to wonder where you can get greater comfort and care for free than at this health centre. We went to the dentist the other day and it was not so good.

I can't think of a better place to be than Chagford Health Centre when you're not well or even when you are well. Maybe that is why the staff all seem so contented. Please can I come again.

A description of the opening hours of the Practice premises and the method of obtaining access to services through the core hours:

Example - explain that the surgery is open from X to X but also patients can make appointments and request prescriptions on line using the online services etc.

Chagford Health Centre is open Monday-Friday 0830-1800

Patients can also make appointments online with their user access name and password which they can use to amend, cancel and order prescriptions at any time Monday-Sunday (7 days 24 hours a week). They can also order prescriptions anytime through our website if they have not obtained a user name and password for online services and register for services through our website.

A description of any extended opening hours that the Practice has entered into and which health care professional are accessible to registered patients.

Example - the Practice opens every Saturday from X to X and provides all pre-bookable appointments. The healthcare professional available on these sessions is a GP and the Healthcare Support worker etc.

We are open for bookable appointments Mondays, Tuesdays and Thursdays 0730-0800am

Dr Claridge is available on Mondays

Dr Wood is available Tuesdays and Thursdays