

## **PATIENT PARTICIPATION REPORT 2012**

### **YEAR 2**

#### **How we advertised our group**

Notices were put in the waiting room asking for anyone who was interested in joining to complete a form with their details.

#### **The Survey 2012**

The PPG developed their own survey, which was based on the one they developed last year with some additions and changes

The group developed the questions from help from other PPG's.

The list was very comprehensive and they did a good job of covering everything they felt was important as a patient.

The practice manager and Dr MacMillan asked the partners what they wished to be included in the questionnaire and passed this on to the group.

The group met and gained ideas and questions to be included from other PPG's. Areas they wished to include covered how patients got to the surgery, were they aware of certain services, and attending other clinics.

They asked the practice if there were any additions to the questions on services provided at the practice, and the practice asked for sexual health and alcohol awareness to be included in the list they had already put together.

Information on opening times, getting through on the telephone, and how they were treated were all questions they wished to have included.

When the practice was undertaking the patient questionnaires that had been developed by the PPG, members of the PPG were present on some occasions and asked patients if they were interested in joining our PPG. They also assisted patients who needed help in understanding or helping to complete the questionnaires.

Notice is also on our electronic Jayex Board inviting patients to join.

Information is also on the practice website.

500 were printed

The majority were handed out by the doctors in their consulting rooms, practice staff on reception, and by the PPG group members in the waiting room.

50 were sent out when sending to patients regarding chronic disease appointments.

It was put on the practice website and 3 returned via this method.

A total of 256 were completed.

#### **Survey Results**

The results were very good and showed a good service being offered.

Some reported that they would like to order prescriptions over the phone, but in view of information governance standards, and time to undertake this, the practice would not be undertaking this. As patients can order their repeats on line and some of the group members were not aware of this, it will be mentioned in the next newsletter. Members of the group also decided that they would hold a training session in the waiting room showing patients how to access the website and order prescriptions and make appointments.

Appointment system figures were good, the partners had recently discussed this at the practice meeting and that one doctor will be undertaking the "urgent list" each morning, so would cut down on waiting times for patients.

Other methods in which the views of registered patients were sought were via our website, and letters sent to patients due for chronic disease review.

Questionnaire results were sent out to the members, and a meeting held to discuss the findings.

There were no disagreements, and everyone was in agreement about the action plan.

Every member was asked on their views on any of the questions and issues they felt they wanted to discuss further. Each member felt that the points made were relevant.

Dr MacMillan outlined the issues regarding repeat prescribing, and the appointment system, and this was then agreed as acceptable.

**Are there any contractual considerations to the agreed actions?**

Not at the moment

The report was sent out to PPG members to agree.

The report has been put onto the practice website, and will be added to the next newsletter due in March, along with some comments made from patients.

Notices will then be placed in the waiting room on the results.

[www.sullivanwaysurgery.co.uk](http://www.sullivanwaysurgery.co.uk)

**Practice opening times**

8.30 a.m. to 6.30 p.m. Monday to Friday, but closed at 1.00 p.m on Wednesdays

Extended hours are undertaken on Saturday mornings 9.30 to 12.30

