



REPORT PATIENT PARTICIPATION 2013/14

Aims & Outcomes

- **To develop a structure that gains the views of patients and enables the practice to obtain feedback from the practice population.**

The purpose of our Patient Participation Group is to ensure that our patients are involved in decisions about the range and quality of services we provide and also to allow us to act on their feedback as much as possible, and where not possible to explain why.

The Crookes Practice set up a Patient Participation group in June 2011, this was as a result of spending two years advertising and inviting patients to join and work with us to improve our services. This group has steadily grown year on year and we always welcome new members.

We encourage our patients to join via our newsletters, posters, slips given out by GP's and reception staff and also on the Surgery website:-

www.thecrookespractice.co.uk

Profile of members.

The group now has 13 members and we actively invite new members to join. Our group comprises only of registered patients and we used our best endeavours to ensure that the PPG was representative of our registered patients. During the 2013/2014 survey a further nine patients indicated they would like to be part of the forum

The representations of the 18 members are as follows:

- male/female	5/8	
- ethnicity	13 British	
- age groupings	25 - 34	0
	35 - 44	0
	45 - 54	3
	55 - 64	4
	65 - 74	4
	75 - 84	2

Patient ethnic group is white Caucasian (100%). This % and that of the 25-44 age group has changed over the last year. We therefore have been actively trying to increase our numbers to get a more diverse group and we are currently enrolling an additional 9 members after a recent incentive to promote the group and encourage patients to enlist. (these new member details are not included in the figures above as at the time of processing this report not all new members had confirmed t&c.)

Below are details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey and also the manner in which we sought to obtain the views of its registered patients.



1. Agree areas of priority with the PRG:

We asked all the members on our PPG for their feedback on areas for improvement, issues and areas of priority. Many felt this year we should concentrate on the specific issue around access and on that basis our “patient satisfaction questionnaire access to appointments” survey was created and approved by the members prior to its distribution.

2. Collate patient views through a survey:

The survey was distributed in the following way:

- To patients attending the practice over a 5 month period.
- The survey was posted on our web site for patients to fill in electronically.
- Posted to a 1% of patients with recall letters.

We collected 122 questionnaires. This is slightly less than those received last year (-13)

58% attended practice for more than 10 years

Majority of respondents (70%) were female

Good representation across age groups

The Business Manager (BM) correlated the results and produced a presentation of results in order to produce an action plan for the year ahead.

3. Provide PRG with opportunity to discuss survey findings:

The survey report and analysis was emailed to our PPG group for their feedback.

“Another good piece of work, well done”

“The phone back system is really appreciated, could more telephone ‘consultations’ be prompted, particularly for follow up sessions.”



4. Agree action plan:

Upon feedback an action plan was drafted and then sent out virtually within the group.

5. Publish actions taken - and subsequent achievement: (Please see separate action plan/report/survey results.)

Below are our opening hours of the practice.

Surgery Opening Times

Monday 8:15 – 18:00 18.30 – 19.30

Tuesday 8:15 – 18:00

Wednesday 8:15 – 18:00 18.30 – 19.30

Thursday 8:15 – 13:00

Friday 8:15 – 18:00

Telephone Access Times

Monday 8:15 – 12.30 14.30 – 18.00

Tuesday 8:15 – 12:30 14.30 – 18.00

Wednesday 8:15 – 12:30 12.30 – 18.00

Thursday 8:15 – 12:30

Friday 8:15 – 12:30 14.30 – 18.00

Details of our extended hours access scheme, and the times at which individual healthcare professionals are accessible to registered patients can be found below:

Monday 18.30 – 19.30 Dr Wolff/Dr Stroud



Wednesday 18.30 – 19.30 Dr Billington/Dr Carr/ Nurse Waugh

Saturday (one a month) 9.00 – 11.00 Dr Wolff/Dr Stroud/Dr Billington/Dr Carr

Out of Hours Service:

Our surgery is closed on evenings, weekends and Bank Holidays. We do not close for lunch however we do close on Monday's between 1pm and 2.30 pm for training for the whole Practice team every six weeks and the dates of these closures are posted in our waiting areas at least two weeks prior to date. If you require urgent advice or a home visit and we are closed please ring our main number 08443879988 and you will hear a recorded message or you will be automatically transferred to our out of hours service depending on the time of day you ring.