**NEETSIDE SURGERY**

**PATIENT PARTICIPATION GROUP REPORT 2011/2012**

The Practice has set up a Patient Participation Group by inviting patients to come along to meetings held at the surgery. We did this because we wanted to try and bring a wide range of different ages, sex and ethnicity.

A total of 8 patients attended the first meeting, 7 men and 1 woman aged between 14 and 85 years old. There was 1 apology due to illness.

Areas of priority were discussed with the PPG.

* To promote the surgery website and to inform patients that prescriptions and messages can be communicated to the practice from the website.
* To ensure that the practice leaflet is updated with the website information on to give to all new patients.
* To look at the appointment system as a whole and plan our next stage of increasing doctor/nurse hours to help with the growing registration numbers.
* The telephone system needs to be adapted to help with the growing number of calls and how to educate patients to ring with non-urgent matters at quieter times of the day.
* To play music in the waiting room.

We used GPAQ for the survey. We used this survey because we felt it would cover a wide range of important issues in the surgery. We didn’t have a lot of time to play with, because from June 2012 we started the extension work for the surgery. This followed on from comments made to by patients previously. The waiting room was far too small for a growing practice, with only 9 chairs. The surgery team was finding it increasingly difficult to cope with the demand due to lack of space. We had 1 and a half time nursing hours trying to work from 1 treatment room, plus a phlebotomist 3 mornings a week. We had the 2 GP rooms, but there was a lot of swapping rooms which makes the working day difficult. We also found that when we needed another GP to help out we were very limited as to when we could accommodate them due to room sharing. Dr Dowling also wanted to start training doctors, but this was impossible without more rooms. We felt as a practice that we couldn’t adapt any further without a large surgery. Patients came up with different ideas for us to try and find a solution until we approached the Methodist Church when we realised that the house next to the surgery was vacant. We already rent from the Church and they luckily for us decided to let us rent the house as well.

Vanstone Builders once again, as they had done the previous conversion of premises, adapted Wesley House and knocked through to join the 2 properties into 1, giving us double the space. The building works continued until December 2011.

We had an “Open Morning” on the 18th February and a lot of our current and new patients came along and we felt hugely supported by the public of Bude. We felt that we had achieved many of the patients wish list prior to doing this years survey.

We were unable to do a survey while the work was being carried out because there was a lot of disruption and patients were being asked to use a different entrance or sit in a different waiting room.

They survey that was done in February this year, was short. We asked 60 patients over 2 weeks to complete the questionnaire. The results were discussed with the PPG on the 12 March 2012. The results are published on the practice website page.

An action plan was discussed and agreed with the PPG;

1. The survey showed that we were above the GPAQ benchmark average for everything, this includes questions about the receptionists, how long they wait in the waiting room, the ability to get through to the surgery/GP on the telephone, how well the doctor understands and deals with the consultation. It also asked how well you can get an appointment and we scored exactly on the GPAQ bench mark figure. We feel this needs improving and have discussed the need for more doctor and nursing hours.
2. Following on from number 1 to adapt the appointments system to improve access and to inform patients that they can make appointments up to 4 weeks in advance.
3. Dr Dowling wants to start re-training this year. It will mean that he will be need to give us working at Derriford on a Wednesday, so that he can be here another session per week. By having GP trainee this will mean that the practice is able to stay on top of up-dating their skills and knowledge, this is always an important factor for GPs to do each year.
4. The members of the PPG will speak to others in the public and find out what they feel about the practice. To do another survey later on this year.
5. To inform patients that we have a website for the practice and to encourage they log on. Repeat Prescriptions and messages can be generated from the website and obviously information is update regularly.
6. To make sure all new patients have the practice leaflet which will have the website address on.
7. To play the radio in the waiting room.
8. The telephone system needs to be adjusted to help with the influx of calls first thing some mornings, with messages asking patients to ring back if there call is not urgent.
9. To build on our strengths and to maintain a personal, approachable, friendly service.
10. To try and get another member for the PPG who is aged between 30-49 with children.

Further Information:

Neetside Surgery PPG currently has 9 members (1 was sick at the last meeting)

Age Group 0-18 = 1

19-29 = 1

50-59=3

60-69=2

70-79=1

80 and above=1

Our group members consists of 3 males who are retired 1of these men has a wheelchair bound wife, 2 males still working, 1 male at school, 2 females working with grown up children and grandchildren.

The majority of our patients are of British Ethnicity.

Practice Opening Hours

Monday - Friday 8.30-1.00 & 2.00-6.00

The surgery GPs are on call from 8.00am through to 6.30pm Monday to Friday, with Serco taking calls between 8-8.30am and then again 6-6.30pm. At lunch times the surgery takes the urgent calls. All patients are told to ring the surgery and the telephone system will direct the patient to each if urgent or non-urgent.