**NEETSIDE SURGERY**

**PATIENT PARTICIPATION GROUP REPORT 2012/2013**

At the beginning of 2011 the Practice decided to 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.

There have been 6 patients this year, but one has now left the group, so we are down to 5. We also lost our original Chairperson, who moved away, but we have since appointed a new Chairperson.

These were last year’s Areas of priorities

* 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.

Our achievements for 2011/12

* More and more patients are starting to use the website to order prescriptions - to encourage more patients to use our website for information and communication.
* The practice leaflet to be kept updated at all time, as this includes information about the website and our PPG. To continue to make this available to all patients especially new ones.
* We have continued to monitor our appointments and adjust. We have taken on another GP this year, Dr Chris Lucas, he is salaried. Since November we have also taken over the care of all patients in Stratton Hospital, Dr Lucas also helps out with this.
* We do have music playing in the waiting room along with the slide show on the power point which informs patients of clinics we hold at the surgery etc
* The telephone system has been adapted. We can now provide a local 01288 number for those patients who do not like the o844 number. This has been in use for several months now, some patients like it others have gone back to the 0844 number, but the choice is there for them. To continue to monitor.
* We now have a notice board in the waiting room just for PPG matters. We need to feedback to our patients what we have achieve or if we need there assistance with anything.
* We have also tidied up the front lawn and put in place a pathway, (previously it was a grassed, but with lots of use, and with all the rain it had become a dangerous, muddy, slippery path). This was a suggestion from one of our members as he had seen patients using this lawn as a short cut into the surgery.

This year our aims are

* To increase our Patient Participation members
* To include younger members
* To set up a virtual group by using our website
* To continue to monitor appointments and patient’s satisfaction with this and the telephone system, we may need to put in another line in due course.

The survey was done in February this year. We asked 55 patients over a month to complete the questionnaire. The results were discussed with the PPG on the 11 March 2013. This was a GPAQ version 3 and patients were able to complete the questionnaire via the website or to fill in a paper version at the surgery and then the receptionist entered the details via the website. The results are published on the practice website page.

An action plan was discussed and agreed with the PPG;

1. Patient still don’t seem to realise that they can book appointment 4 weeks in advance – we do have notices up now informing patients this and it is on the power point slide in the waiting room. We will continue to inform patients of this.
2. The survey shows that patients feel that they are listened to and dealt with care and concern. They feel that they are involved with their care and are involved with decisions and have their tests and treatments explained to them so that they understand. Patients indicate that they have confidence and trust in the surgery.
3. The survey indicates that the patients like our receptionists very much and feel that they are helpful. It also indicates that patients are not kept waiting too long for their appointment to start.
4. Patients are happy with the triaging system and speaking to a GP on the telephone
5. 76% of patients indicated that they would definitely recommend the surgery to friends and family and another 9% said probably.
6. I think the survey results are good and as a surgery expands like we have done since we opened in August 2005, it will become increasingly difficult to please everyone. We do try our best though! We will continue to monitor our phone calls, the busy times are first thing especially on a Monday morning and runner up is Tuesdays! We have made more appointments available on Monday mornings, Dr Lucas is here and we also have the registrar working extra sessions on Monday afternoons, Tuesday mornings and Tuesday afternoons.
7. It is difficult to meet demand on some mornings, but the nurses triaging helps and most patients don’t mind at all. They can give advice or make appointments with either themselves or the GP. This helps us to see those that need seeing on the day as an emergency and for those that are less urgent to come another day. We will be continuing with this.
8. We feel that the PPG will continue to grow this coming year and we are all excited to be able to be a part of this. We do have a very good group of members who are dedicated to developing and improving the Neetside Surgery PPG.

**Further Information:**

Neetside Surgery PPG currently has 5 members

Age Group

Under 19 =0

20-29=0

30-39=0

40-49=2

50-59=1

60-69=0

70-79=1

80 and above=1

Our group members consists of 2 males who are retired 1of these men has a wheelchair bound wife, 1 male working, 2 females working with children (young dependents and grown up)

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.