

GRASMERE SURGERY PATIENT PARTICIPATION GROUP 2013/14 REPORT

Year 3

Practice Details

Practice Name	GRASMERE SURGERY
Practice Code	P92615 P92632 P92623 P92607 P92606
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Grasmere Patient Group Profile

Set up in July 2011 Grasmere Surgery Patient Participation Group has a fair representation of registered patients.

The PPG has had quite a successful year with a substantial increase in new members. These results are a combination of hard work and commitment by the team and from the investment of some excellent promotional material the Group invested in this year.

The Patient Group intends to continue to develop the groups' structure in a way that reflects and obtains the views of a wide spectrum of patients in order for us to obtain feedback from a cross section of the practice population.

In order to create more awareness and to promote our Patient Group our members worked together and organised our annual spring event the 'Better Health Day'. Local services were invited together with our PPG stand to build awareness of local support groups and activities in the area. In October the group also gave their time within the Practice and spent a day meeting patients, explaining how the Group worked and giving patients the opportunity to ask any questions.

Grasmere PPG Survey 13/14

The practice worked with the Patient Group to undertake a local practice survey for 2013/14 allowing the practice and PPG to know more about how the practices were performing and looking at patient's priorities.

The patient group decided that to measure outcomes it would be better to use the same survey as last year and therefore a valid comparison would be made with some additional questions relating to the surgery web site, the CQC visits and the PPG.

The group felt it was important to keep the questionnaire simple and easy to answer by indicating in a tick box. We kept it easy to read, understand and complete.

The group discussed how the survey should be distributed and felt that it should be handed out at reception. The group did not expect to receive postal responses therefore it was decided this year we would not send any through the post.

The questionnaire was handed out over the counter which proved to be quite successful in that patients had time to complete the questionnaire while waiting to be seen.

The survey was conducted for each GP individually and a combined report was also produced.

162 completed surveys

Grasmere PPG Survey Results

In comparison to last years figures there were slightly more questionnaires completed over the 5 week period.

Access – There was a better response to the question of access this year with a good response to their experience of the length of time waiting at reception and when contacting the practice by telephone.

The Doctor/Nurse's explanations to the patient showed, very good responses although excellent is below the 2012/13 results.

There were very good results in terms of reception staff and their approach/manner when patients arrive at reception but there where also a very small number of patients that felt the service was poor.

Our results for the car parking facilities have showed much improved results from previous years.

The new questions added to this year's survey

CQC

40% of patients where aware of the CQC visits but were not clear on where to find the results of our recent visit.

WEBSITE

66% of patients knew the surgery had a website and 40% had of these patients had accessed the web site.

PPG

50% had knowledge of the patient group with great feedback on whether they would consider joining.

Patient Group Feedback

The reports were handed out at the next PPG meeting. The Patient Group looked at ways in which they could help in tackling some of the areas of concern in our report.

In comparison to last years results the group felt that the practice as in previous years had no real service user issues.

The following points were raised:

1. Self Check-in

As in previous years, over 50% of patients did not answer this question. This indicates that patients are simply not aware that the system is available, or prefer to not use it. The Patient Group have offered to promote this service although have concerns that patients have to still queue up at reception to have their car park ticket stamped.

2. Car Park

There has been an improved response to the Car Park. The change to parking on The Avenue, to permit only, has had quite an impact on the Health Centre car park.

Action plan

A request for a ticket validation machine within the corridor would provide patients the opportunity to validate their own ticket rather than returning to queue at the reception desk. This would need to be approved by NHS Property Services as it is the buildings facilities that require the validation of tickets. The Practice Manager will put a request to the NHS Property Services management for this option.

The parking permits issued for The Avenue were to be reviewed by the council, any future plans will be discussed at our PPG meetings.

Should there be another patient survey conducted next year, the group decided that the survey should be looked at earlier in the year and be distributed to patients when they are promoting the Patient Group in surgery.

The survey results gave encouraging feedback on whether they would consider joining the PPG. Further promotional activities over the next year will hopefully persuade more new members to join.

Future Plans

Should the practice wish to utilise the self check-in, then the validation of parking tickets will become more of an issue. Once a response is received from NHS property services this will be raised at our future PPG meeting.

Due to the success of our Better Health Days further health promotions will be planned for the coming year. Another 'Better Health Day' in the summer will continue to promote community services and develop the group.

Days based within the surgery to help encourage new members in order to reflect the views and needs of our patients will be organised again this year.

There were no disagreements or any contractual considerations to the agreed actions.

GRASMERE SURGERY OPENING HOURS

Monday to Friday 8:30am – 6:30pm
(Except Wednesday 8:30am – 5pm)

Tel: 01942 483330 Fax: 01942 483351

This report will be on the Patient Group notice board in surgery, made available to patients on request and put on to the surgery website.

www.grasmeresurgery.co.uk