

CUMBERLAND HOUSE SURGERY PATIENT PARTICIPATION GROUP

UPDATE February 2014

Throughout the months of December and January notices and flyers were placed on the Reception Desk and Notice Boards explaining that we were planning our next Patient Participation Meeting. The aim being to involve patients more closely and so improve the way patient's needs are looked after.

Any patient who was interested was asked to complete an Application Form. A flyer was also placed on our practice website and also on the television screens of our patient call system.

PROFILE OF THE PATIENT REFERENCE GROUPS

The practice have made every effort to ensure that the groups are representative of the practice population. We feel that we have managed to capture this as detailed below:

<i>Gender</i>	<i>Male n=6 Female n= 5</i>
<i>Ethnicity</i>	<i>White British n=11 Other n=0</i>
<i>Age</i>	<i>Aged 16 to 25:n=0 Aged 26 to 45: n=0 Aged 46 to 65: n=4 Aged over 65: n=7</i>
<i>Employment Status</i>	<i>Working full time n=3 Retired n=8</i>

MEETING

The meeting was held on Tuesday 18th February 2014 at 6.30 pm and was attended by eleven patients. Unfortunately three patients had to cancel at the last minute due to illness. Sue Critchlow our Business Manager chaired the meeting and it was hoped that by holding these events that communications could be improved and also the practice could seek feedback and ideas as to how we can improve the services that we currently provide. Dr Ian Hughes was also in attendance and also Rachel Cummings, the Deputy Practice Manager

PATIENT SURVEY

At this meeting the results of the recent patient survey was discussed and the action plan was discussed. 120 surveys had been handed out – 92 of which were fully completed in August 2013.

The survey measured general satisfaction with various services provided by the practice to gauge the views of our service users.

Results of the survey were circulated on practice website and by mailshots to various patients. Also they were on Notice Boards in Waiting Rooms in January 2014 and were in a recent Newsletter.

SURVEY RESULTS AND ACTION PLAN

<i>How useful would you find a telephone menu to filter calls</i>	<i>61 said yes</i>
<i>How useful have you found practice website</i>	<i>80 said yes</i>
<i>How many would find it useful to use internet to make appointments or to order their repeat prescriptions</i>	<i>80 said yes they have found it useful</i>
<i>How many have read our Newsletters</i>	<i>79 had found it useful</i>
<i>Satisfaction with our nurse practitioner</i>	<i>78 said yes</i>
<i>How many have found a telephone consultation useful</i>	<i>76 said yes</i>
<i>How many would find a text reminder useful for their appointments</i>	<i>78 said yes</i>

OTHER ITEMS DISCUSSED

Practice Developments

Sue Critchlow announced that she would be retiring from the practice end of March this year (after 38 years very happy years) and that Rachel Cummings would be taking over as Practice Manager. Rachel has worked in the practice over 13 years and is very experienced in primary care

It was also announced that Dr Olga Eyre would be retiring from the practice in May this year. The practice will be taking on a new full time partner Dr Kim Speed who will be joining the practice on 6th of May.

Care Data Programme

Sue Critchlow gave an over-view of this new Government initiative. She said that the scheme has now been postponed until the autumn and that the Government will be notifying patients about the implications of the scheme in the near future. Sue said that if anyone wants to “Opt out” from this scheme they can download a form from our website or can ask at reception and a code will be placed on patient’s records to ensure that this does not happen.

Audit of Capacity and Demand

Rachel gave an over-view of the recent audit she had undertaken in the practice.

As a result of this scheme the practice has put together an action plan

ACTIONS:

Promote the role of nurse practitioner – it was felt that some patients are still unaware of the type of appointments and illnesses that she can deal with - Rachel to advertise these on Notice Boards and Website and by Newsletter. Consider a change of telephone system – possibly having a filter system so that patients are aware of our busy periods. – the practice are currently reviewing this.

The practice has already engaged two receptionists to answer telephones from 8am each morning as this is one of our busiest periods.

Rachel to monitor the usefulness of this.

It was agreed to promote use of telephone appointments – as it was agreed these are a very efficient use of both GP and patient time - Rachel to advertise these on Notice Boards and Website and by Newsletter.