

CUMBERLAND HOUSE SURGERY PATIENT PARTICIPATION GROUP

BACKGROUND

Throughout the months of September and October 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.

There were many enquiries and as some patients said they were interested in providing feed back but did not necessarily want to attend venued events. It was decided that we would have a reference group of patients who would be invited to attend meetings held in the practice.

Also we would set up an e mail reference group of patients who were willing to undertake on line surveys and provide feedback by e mail.

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=11 Female n= 14</i>
<i>Ethnicity</i>	<i>White British n=24 Other n=1</i>
<i>Age</i>	<i>Aged 16 to 25:n=1 Aged 26 to 45: n=3 Aged 46 to 65: n=6 Aged over 65: n=15</i>
<i>Employment Status</i>	<i>full time Education n=1 Working full time n=13 Retired n=11</i>

MEETING

The meeting was held on Tuesday 20th November 2012 at 6.30 pm and was attended by fourteen patients. Dr Ian Hughes and 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.

PATIENT SURVEY

At this meeting the results of the recent patient survey was discussed and an action plan formulated. The survey was duly approved by the PPG and was handed out in the months of October and November 2012 to 100 patients – 65 of which were fully completed. The survey measured general satisfaction with practice opening times, waiting times satisfaction with Reception staff, telephone access etc.

It also measured satisfaction with the consultations they received with the GPs how well GPs put them at ease and listens to them, whether they feel involved in their consultation and general continuity of care in the practice

Results of the survey were circulated to members of the PPG e mail reference group for their information and feedback prior to the Survey being published - the action plan was thereafter developed

SURVEY RESULTS AND ACTION PLAN

	ACTIONS
<i>Satisfaction with opening hours</i>	<i>Survey was highly rated – we will maintain current mix of appointments and inform patients</i>
<i>Satisfaction with waiting times</i>	<i>Survey was extremely well rated – we will continue to monitor</i>
<i>Satisfaction with phoning through to practice</i>	<i>Survey was well rated – we will continue to promote telephone consultations</i>

	<i>Agreed we need to promote telephone consultations – put on website and new practice leaflet</i>
<i>Satisfaction with reception staff</i>	<i>Survey was well rated – we will continue with customer care training for reception staff Several new staff members been engaged and induction training reviewed</i>
<i>Satisfaction with continuity of care</i>	<i>Extremely high satisfaction levels</i>
<i>Satisfaction with doctors questioning</i>	<i>Extremely high satisfaction levels</i>
<i>How well GP listens</i>	<i>Extremely high satisfaction levels</i>
<i>How well GP involves patients</i>	<i>Extremely high satisfaction levels</i>
<i>How well GP explains</i>	<i>Extremely high satisfaction levels</i>