

Stonecot Surgery Patient Participation Report (DES) March 2014

The Patient Participation Group (PPG) was formed at Stonecot Surgery in December 2011 with the intention of being an e – forum.

This year we again put effort into recruiting/ attracting further members into the Group by displaying posters in the waiting area and the Dr's themselves asking patients at the end of their consultations if they would like to be part of the PPG. Our Website also has information inviting patients to join the group. Our efforts proved fruitful and our current group has increased from 9 members to 21 members.

As a practice we were keen to reflect the demography, which for the majority is skilled and semi skilled workers with an age and sex profile reflecting largely the national profile but with a reduced number of 20 – 30 year olds. Most of the local Housing is either flats, terraced or semi detached and privately owned. There are a very small proportion of patients that live in social housing.

The practice profile has changed significantly over the past few years with a greater number of newly registered patients being from a European background joining the Practice. Unfortunately we have not been able to get a true representation from this group and we will actively look to increase this in the future. Our current group however, does include a range of different ages, genders and ethnicity. We are however still committed to encouraging other members to join the group to better reflect our practice profile.

Before the start of the Flu season we consulted with the PPG members via email to seek their views in relation to the introduction of Saturday morning Flu clinics which they were all very supportive of,

Consultation with the current group was also carried out via email asking for their views and possible suggestions as to what we should as a practice and group incorporate within the patient survey. It was felt this way was beneficial rather than have patients attend a meeting that may not have been convenient to all involved.

On gathering the views and ideas from our PPG we put together and carried out a survey to gain views from a cross section of patients using the surgery. This was done by randomly distributing the survey during the month of February 2014. The survey (See Appendix 1) asked for gender to be specified, age range and how often they attended the surgery. The suggestions/ questions used were as follows:

1. If Patients were willing to see any Dr within the Practice.
2. If Patients needed to see a Dr urgently could they normally get an appointment to be seen on the same day
3. Emailing of repeat prescriptions – use of the facility once live
4. Awareness in relation to late night appointments
5. Measure in relation to reception staff interaction

A total of 71 patients were surveyed including all members of the PPG.

The results have been collated and the most popular requested actions are as follows:

1. Most of our patients surveyed said that they could obtain an appointment on the same day if they needed to see a Dr urgently. Only two patients surveyed said they could not.
2. All patients surveyed apart from one said that they were happy to see any Dr within the practice.
3. Repeat prescriptions by email – four patients said they were unwilling to participate in this facility, the rest of those surveyed said they would use this facility.

Action plan agreed:

On 5th March 2014 the Surgery went live with Electronic prescribing meaning that Patients can nominate a pharmacy of their choice for the medication to be collected from this will benefit the patients who attend the surgery as well as benefitting the surgery's efficiency and effectiveness. We have also recently switched on the email request facility within our clinical system for patients to be able to email into the surgery for their repeat prescriptions which again will be of great benefit to both the patient and the Surgery.

Website Review:

A review of the Practice website has confirmed that the number of visitors to the site has stayed the same with 26437 people visiting the site with a total of 63128 pages being retrieved.

Surgery opening hours:

The Surgery opening hours are from 8.00am – 6.30pm every day. The Doctors and Nurses are available for consultation during their surgery/clinic hours which range from 8.30am to 6.00pm every day. Patients may see any doctor they choose, subject to availability. Patients can book appointments up to two weeks in advance and we also have an on the day service for routine appointments. Patients can telephone reception on 0208 644 5187 from 8.00am to 8.00pm Monday to Thursday and from 8am – 6.30pm on Fridays.

Extended Surgery Hours:

In addition, the surgery offers a number of late evening commuter slots during the working week. These slots are available from 6.30pm – 8pm Monday to Thursday. This is also advertised on our Website.

2. We are looking to set up repeat prescriptions by email, would you use this facility?

Yes No Please tick to indicate your answer

3. In consultation with our Patient Participation Group in the Autumn we set up Saturday morning Flu vaccination clinics, is this something you would like the surgery to continue for next years flu season ?

Yes No Please tick to indicate your answer

4. Are you aware that the surgery offers late night appointments three times a week?

Yes No Please tick to indicate your answer

5. As a patient do you ever visit our Website to see what services we offer?

Yes No Please tick to indicate your answer

6. How do you find the manner in which you are treated by our reception staff?

Poor Fair Good Very good Excellent

Please indicate by ringing your answer.

