

## PATIENT PARTICIPATION GROUP REPORT 2011 - 2012

This report summarises development and outcomes of Holes Lane and Manchester Road surgeries as per Dr Wadsworth & Partners patient participation (reference) group (PRG).

### *1 Profile of practice population and PPG*

#### Practice population summary (as at March 2012)

Patients registered with:

<b>Dr Wadsworth</b>	0 – 65	M 1274	F 1207
	66 – 75	M 153	F 165
	76+	M 79	F 108
<b>Dr Francis</b>	0 – 65	M 1252	F 1182
	66 – 75	M 141	F 118
	76+	M 72	F 96
<b>Dr Icton</b>	0 – 65	M 1246	F 1187
	66 – 75	M 153	F 161
	76+	M 87	F 111
<b>Dr Umnus</b>	0 – 65	M 853	F 732
	66 – 75	M 69	F 62
	76+	M 27	F 49
<b>Dr Cardwell</b>	0 – 65	M 114	F 102
	66 – 75	M 1	F 4
	76+	M 120	F 111

#### Registered Chronic Disease Patients:

Diabetics	494	CKD	494
Asthmatics	677	Dementia	73
COPD	171	Epilepsy	71
CHD	438	HF	68
AF	178	Hypertension	1521
Cancer	243	Hypothyroidism	212
CVD	196		

### *2 Process used to recruit to our PPG*

To recruit to our PRG we:

- Put up posters in practice and advertise on our website

### ***3 Priorities for the survey and how they were agreed***

To determine the priorities for the survey we:

- Discussed at Partners meetings and at the Patient Participation Group meeting. Both agreed to use the familiar format of the GPAQ questionnaire.
- The survey is advertised on and accessible from our website

### ***4 Method and results of patient survey***

Once we had established the priorities we decided to use the GPAQ questionnaire that has been used in previous years.

We advertise the survey on our website consistently.

#### **Survey results**

Unfortunately, not many patients have been accessing the survey on the website (3 results received) so we gave out 100 questionnaires in the surgery.

Awaiting all responses – results to follow

### ***5 Resulting action plan, how it was agreed and progress / actions completed***

- To develop the action plan, the practice have discussed at several Partners, Staff and Patient Participation meetings
- We agreed the action plan with the partners and have completed actions that were “appropriate and affordable”
- The action plan is attached

**PPPG / Suggestion Box Comments/Suggestions/Actions 2010 - 2012**

Dr M R Wadsworth, Dr E P Francis, Dr N M Iceton, Dr L Umnus, Dr M A Cardwell, Dr T A Ashton

<b>Subject</b>	<b>FROM</b>	<b>REPLY</b>		<b>FED BACK TO PPPG</b>	<b>Additional Info/ACTION</b>
Quote for front parking Woolston	pppg	<b>NO - not possible - not our land</b>	complete	<b>yes</b>	<b>also a cost issue</b>
clear side of woolston surgery and perimeter of man road	pppg	<b>YES - asked gardener to speak to Janice</b>	complete	<b>yes</b>	<b>DONE - Janice will inform Debbie of work needed at Manchester Road</b>
suggestion box	pppg	<b>YES - now in waiting room</b>	complete	<b>yes</b>	<b>In waiting room</b>
patient toilets to be checked daily	pppg	<b>YES - reception staff plus notice up</b>	complete	<b>yes</b>	<b>All reception staff aware to check AM and PM each day</b>
staff photos and name badges	pppg	<b>NO - photos YES - badges now being used</b>	complete	<b>yes</b>	<b>staff did not want photos of themselves displayed but name badges should be worn by all reception staff</b>
doctors to speak more clearly and slower over tannoy	pppp	<b>ADVISED - Debbie spoken to Doctors</b>	complete	<b>yes</b>	<b>Debbie spoken to Doctors</b>
music in Manchester Rd waiting room (because "can hear consultations" reported in waiting room)	sugg	<b>MRW purchased</b>	complete	<b>yes</b>	<b>completed</b>
check if external phone line to Man Road possible	pppg	<b>done</b>	complete	<b>yes</b>	<b>DONE</b>
Notice board Woolston too fussy - delegation	pppg	<b>Liz/Julie</b>	complete	<b>yes</b>	<b>new notice board purchased</b>
Cold water dispenser in reception	sugg	<b>No</b>	complete	<b>yes</b>	<b>infection control issue and cost</b>

TV in waiting room for news updates	sugg	No	complete	yes	cost issue/length of contract
internal door handles need cleaning	sugg	spoken to cleaners	complete	yes	DONE - Debbie
toys in waiting room	sugg	no	complete	yes	infection control issue
on line appointment booking/px's	sugg	px's on line/appointments pending	complete	yes	PENDING online
visual display for patients name for hard of hearing and a clock	sugg	Debbie looked into costing for visual display - practice cannot afford this currently. A clock has been put up in waiting room	complete	yes	visual display cost issue to compensate, the practice has had "automated check-in" installed
finger stalls for reception staff (to stop finger licking !)	sugg/pppg	purchased	complete	yes	DONE
wire/box on letter box	sugg	too low	complete	yes	pts stating pxs going missing - to monitor this
early morning appointments	sugg	not at present	complete	yes	practice does not provide "extended" hours
segregate 'chemo' patients from public area	sugg	Patients to be advised to ask for first/last appointment or can use ante-room when not being used	complete	23.4.12	ensure NO paperwork/records in ante room
flood light in parking area at the back	sugg	YES - work completed	complete	23.4.12	work done, also had passer light fitted at side/back

change release time for appointments and specific Drs more access (like when children come out of school at 3pm!)	sugg	<b>release times are random and try to be as fair as is possible - cannot work according to 1 person's request</b>	complete	23.4.12	<b>Debbie monitoring this (random times being allocated to embargoed slots)</b>
disabled parking spaces would be helpful	sugg	<b>NO - Dr Wadsworth felt this would "tie up" one space and that we provide an adequate carpark already</b>	complete	23.4.12	
cost of calls from mobiles		<b>the cost of calling the surgery from a mobile phone has "increased since we changed to an 084 number" - Supplier advised that any call from a LANDLINE would be the same if not cheaper</b>		23.4.12	<b>Guidance "interpreted" differently Feb 2012 - Debbie liaising with NEG about this</b>

## ***7 Confirmation of our opening times***

<b>Holes Lane</b>	<b>Morning</b>	<b>Afternoon</b>
<b>Monday</b>	08:30 - 13:00	13:00 - 18:00
<b>Tuesday</b>	08:30 - 13:00	13:00 - 18:00
<b>Wednesday</b>	08:30 - 13:00	13:00 - 18:00
<b>Thursday</b>	08:30 - 13:00	13:00 - 18:00
<b>Friday</b>	08:30 - 13:00	13:00 - 18:00
<b>Weekend</b>	<i>closed</i>	<i>closed</i>

The emergency GP is available from 8am until 6.30pm, although the doors of the surgery are opened at 8.15am and closed at 6pm.

The surgery closes for Protected Learning Time (PLT) sessions, which are held on the last Thursday afternoon of every month excluding December.

<b>Manchester Road</b>	<b>Morning</b>	<b>Afternoon</b>
<b>Monday</b>	08:30 - 12:30	15:00 - 18:00
<b>Tuesday</b>	08:30 - 12:30	15:00 - 18:00
<b>Wednesday</b>	08:30 - 12:30	<i>closed</i>
<b>Thursday</b>	08:30 - 12:30	<i>closed</i>
<b>Friday</b>	08:30 - 12:30	14:30 - 17:30
<b>Weekend</b>	<i>closed</i>	<i>closed</i>