

## Practice Name: Dr Wadsworth & Partners

### Patient Participation Report 2013/14

This report summarises the development and outcomes of the Patient Reference Group (PRG) in 2013/14.

The report contains:

1. A profile of the PRG.
2. Priorities for the 2013/14 patient survey and how they were agreed with the PRG.
3. Method and results of the patient survey.
4. How the survey findings were discussed and changes agreed with the PRG.
5. Details of the Action Plan agreed with the PRG.
6. Confirmation of practice opening times.

#### **1. Profile of the PRG**

Current number of members (not including practice/staff representation) = 12.

We constantly try to promote and develop the PPG and to enrol a more diverse patient population. This has certainly improved over the last 12 months although it can be further improved.

We advertise the PPG via a poster, fliers left in reception and on our practice website [www.holeslanesurgery.co.uk](http://www.holeslanesurgery.co.uk)

Meetings are held every 3-4 months.

We are currently in the process of trying to hand over the reins to the members so that they feel more in control.

#### **2. Priorities for the survey and how they were agreed with the PRG**

Priorities are discussed at PPG meetings, then discussed at Partners meetings and feasibility managed according to need and cost.

#### **3. Method and results of patient survey**



GP Questionnaire  
2014 GPAQ.xls

GPAQ survey used and attached  
(Need to "format" into correct size for website)

#### **4. How the survey findings were discussed and changes agreed with the PRG**

*As per Action Plan*

## 5. Action plan agreed with the PRG

*[Details of the action plan setting out how the findings or proposals arising out of the local practice survey can be implemented and if appropriate, reasons why any such findings or proposals should not be implemented].*

You said...	We did...	The result is...
Segregate “chemo” patients from public waiting room	Options: If alternate room free, will offer, or will offer patient the first or last appointment of the session	Patients are advised when booking about first/last appointment or can use another room if available
Require flood light in parking area at back of building	Installed flood lighting	Installed, also passer light fitted at side of building
Disabled parking spaces	Discussed – concerns re: small car park (but better than some!) and “not enough space”.	Road marking company offered discounted rate so painted 2 disabled spaces at front of building
Appointment release at various times	We try to offer several different release times	Appointment system reviewed ad-hoc. Release times/days changed intermittently.
It was raised that the automated check-in should show the patient’s name to confirm	Discussed, concerns raised regarding patient confidentiality	TPP software update would be required but concerns still ongoing about confidentiality
Volume of tannoy (calling system) poor	Turned volume up to highest setting and asked GPs to speak slowly and clearly	To be reviewed at reviewed at the next meeting
Can we have a bike rack at Holes Lane surgery?	Doctors advised there are railings most of the way around the building that can be used to secure bicycles	Use the railings
Acquire land (tennis courts from Woolston School) to expand the car park	Already purchased by developer and houses, etc will be built there. Investigated previously and the council said we could not purchase that land.	N/A

## 6. Opening times

### Surgery Opening Times (Accessible until 6.30pm)

Holes Lane	Times	Manchester Road	Times
Monday	8.30 – 6.30	Monday	8.30 – 12.30 3.00 – 6.00
Tuesday	8.30 – 6.30	Tuesday	8.30 – 12.30 3.00 – 6.00
Wednesday	8.30 – 6.30	Wednesday	8.30 – 12.15 CLOSED
Thursday	8.30 – 6.30	Thursday	8.30 – 12.30 CLOSED
Friday	8.30 – 6.30	Friday	8.30 – 12.30 3.00 – 6.00

## 7. Extended hours

*Not applicable*