



Bursted Wood Surgery

Patient Participation Group Report

2013

1. A description of the profile of the members of the PRG

The aim of the Patient Participation Group (PPG) is to give patients and practice staff an opportunity to meet, to exchange ideas and information, and then to take action.

- There are currently 14 member of the PPG
- Consisting of: 6 males & 8 Females
- The age Range of members is between: 40 and 71 years
- Ethnicity of the group is White/British & Asian Indian
- The format of the PRG is face to face
- The PRG convened 5 times between April 2012 – March 2013

BURSTED WOOD SURGERY

Age	Gender	Ethnicity i.e. Black/British; Black/African etc	Relevant social factors i.e. employed, unemployed, hard to reach group etc.	Is the patient currently registered at your practice? Y/N (Please select from the drop down box)	Are any members of the group related to each other or to a member of practice staff?	If yes, please provide more information
65	M	White British	Retired	Yes	Yes	Wife of group member
60	F	White British	Retired	Yes	Yes	Husband of group member
64	F	White British	Retired	Yes	No	
53	F	White British	Employed	Yes	No	
55	F	White British	Employed	Yes	No	
55	F	White British	Retired	Yes	No	
61	M	White British	Employed	Yes	No	

71	F	White British	Retired	Yes	No	
57	F	White British	Employed	Yes	Yes	Husband of group member
65	M	White British	Retired	Yes	Yes	Wife of group member
43	M	Asian Indian	Self Employed	Yes	No	
51	M	White British	Employed	Yes	No	
63	F	White British	Employed	Yes	No	
71	M	White British	Retired	Yes	No	

Anyone and everyone is welcome to join the group, as long as you are registered with the practice and interested in working together to make positive changes for the practice and its patients. Our group meets approximately every 6 to 8 weeks for about an hour at the practice.

2. The steps taken to ensure that the PRG is representative of our registered patients and where a category of patients is not represented, the steps we took in an attempt to engage that category

PRACTICE PROFILE	Age 0 - 16	Age 17 - 25	Age 26 - 49	Age 50 - 64	Age 65 - 100
Number of registered patients	720	468	1,256	920	728

All patients are invited to join the PPG via the following methods:

- Flyers and notices in the waiting room
- Via our Jayex appointment call board/information system
- Information in our practice leaflet
- Notification at the bottom of the patient repeat prescription slip
- Via surgery & PPG newsletters
- Via the surgery website

3. Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey

The completion of the practice tender and take over by Clocktower Healthcare Limited in May 2012 has taken priority for the group. This has still dominated the actions of the group from 2011/12 and throughout 2012/13

The changing of the surgery 0844 telephone number to a local 0208 number which was determined and agreed from the patient survey was actioned in September 2012.

4. The manner in which we sought to obtain the views of our patients

Patients are invited to attend meetings or write to the PPG and post into the PPG post box in the surgery entrance hall

5. Details of the steps taken by the practice to provide an opportunity for the PRG to discuss the contents of the action plan

The surgery Practice Manager has attended all the PPG during 2012/13 which took place on the following dates:

1. 22/05/12
2. 17/07/12
3. 02/10/12
4. 27/11/12
5. 29/01/13

Dr Cotter for Clocktower Healthcare Limited also attended the meeting on 17/07/2012

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

The changing of the surgery telephone number from an 0844 number to the new 020 8301 1766 local number was completed on 28th September 2012

A permanent Practice Nurse was employed on the 1st February 2013 enabling the surgery to reduce the amount of locum nurses used on a regular basis.

To look at providing a phlebotomy service at the surgery.

The PPG in conjunction with the practice is in the process of collecting data and consent from those patients wishing to use e-mail as a means of contacting the surgery

7. A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey

There have been 95 questionnaire responses so far.

58 are excellent,

35 are good and

2 are fair.

Most respondents said they were happy with the new telephone system but several have said that they would like blood tests to be available in surgery and they would also like a better rotation of clinicians. One member emphas

8. Changes we intend to take as a consequence of discussions with the Patient Representative Group in respect of the results, findings and proposals arising out of the local practice survey ised that he thought that blood testing should be available at the surgery.

We proposed to look into the possibility of providing a phlebotomy service at Busted Wood Surgery in the near future but this will depend on the financial situation of Clocktower Healthcare Limited's first completed year.

We will continue to collect and use patient e-mail addresses as a means of relaying information and letters to patients

ii. where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2012, has taken on issues and priorities as set out in the Local Patient Participation Report

The priority from the 2011/12 PPG DES have been completed and sustained

2 Permanent salaried Doctors, 1 Nurse Practitioner and 1 Practice Nurse have all been employed during 2012/13

9. The opening hours of the practice premises and the method of obtaining access to services throughout the core hours and extended hours arrangements (the times at which individual healthcare professionals are accessible to registered patients)

The surgery is open and the Receptionists are on duty from:
8am until 6.30pm Monday to Friday.

Consulting Times

	<u>Sit & Wait</u>	<u>By Appointment</u>
Monday:	10.00am to 11.00am	8.30am to 5.40pm
Tuesday:	10.00am to 11.00am	7.30am to 8.00pm
Wednesday:	10.00am to 11.00am	8.30am to 5.40pm
Thursday:	10.00am to 11.00am	7.30am to 5.40pm
Friday:	10.00am to 11.00am	8.30am to 5.40pm
Saturday & Sunday:	Surgery is closed	

OUT OF SURGERY HOURS

If you need medical help outside of our normal surgery hours - 8.00am until 6.30pm Monday to Friday you should dial 111 free from your landline or mobile.

The NHS 111 service is a national telephone service being introduced to make it easier for people to access local health services, when they have an urgent, but not life threatening need. NHS 111 replaces NHS Direct. It is available 24 hours a day, 365 days a year.

Where necessary you may be referred to GRABADOC out of hours deputising service.

Calls from landlines and mobiles are FREE.