



# Bursted Wood Surgery

## Patient Participation Group Report

### Practice Profile

<b>BURSTED WOOD SURGERY</b> 219 Erith Road, Barnehurst, Bexleyheath, Kent DA7 6HZ	<b>Age</b> <b>0 - 16</b>	<b>Age</b> <b>17 - 25</b>	<b>Age</b> <b>26 - 49</b>	<b>Age</b> <b>50 - 64</b>	<b>Age</b> <b>65 - 100</b>
<b>PRACTICE PROFILE</b>					
Number of registered patients	760	520	1407	975	782

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

### Consulting Times

#### Sit & Wait

#### By Appointment

<b><u>Monday:</u></b>	10.00am to 11.00am	8.30am to 5.40pm
<b><u>Tuesday:</u></b>	10.00am to 11.00am	7.30am to 8.00pm
<b><u>Wednesday:</u></b>	10.00am to 11.00am	8.30am to 5.40pm
<b><u>Thursday:</u></b>	10.00am to 11.00am	7.30am to 5.40pm
<b><u>Friday:</u></b>	10.00am to 11.00am	8.30am to 5.40pm
<b><u>Saturday &amp; Sunday:</u></b>	Surgery is closed	

### EXTENDED SURGERY HOURS

In response to our patient survey and as a part of the government access guidelines we have extended our surgery times with appointments starting at 7.30am on Tuesdays & Thursdays and until 8.00pm on Tuesdays

## **OUT OF SURGERY HOURS**

Outside normal surgery hours are covered by GRABADOC Bexley Care Trust Deputising Service. All calls are reported back to the surgery and we are charged for every call accordingly, therefore we ask that this service be used for **EMERGENCY PROBLEMS ONLY**

**Please note that repeat prescriptions will not be issued by the deputising service**

Should you need to contact this service please telephone the main surgery telephone number: 0844 499 4076, your call will automatically be diverted from the Surgery to the Answering Service.

Your call may be dealt with in one of the following ways:

Telephone Advice: A Doctor may speak to you over the telephone and advise you accordingly.

Primary Care Centre Attendance: When the Surgery is closed you may be asked to attend a primary care centre to see one of the Doctors on duty.

Home Visit: If you are too ill to attend the centre it may be decided to send a Doctor to your home. Please note the Doctor is only required to visit you at the address at which you are registered at this Surgery.

If you are not at your own home you should either attend a local Hospital A&E Department or contact the G.P. of the person that you are staying with.

## **PATIENT REPRESENTATIVE GROUP PROFILE**

The aim of the Patient Participation Group (PPG) is to give patients, GPs, Bexley Business Support Unit and practice staff an opportunity to meet, to exchange ideas and information, and then to take action. Our group's activities typically include consulting with patients on their experiences and their views on how services could be changed or improved; producing a News Letter to keep patients up to date on the activities of the group.

Number in group = 14

## **ENGAGING PRG REPRESENTATION**

PRG participation was gained by the following methods:

- Posters in the surgery waiting room
- Flyers in the surgery waiting room
- Practice Website
- Information on the patient repeat prescription slips
- Information on the patient digital display unit in the waiting room

**Patient Reference Group (PRG) profile**
**Practice Name:** 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
64	M	White British	Retired	Yes	Yes	Wife of group member
59	F	White British	Retired	Yes	Yes	Husband of group member
63	F	White British	Retired	Yes	No	
52	F	White British	Employed	Yes	No	
54	F	White British	Employed	Yes	No	
56	F	White British	Retired	Yes	No	
60	M	White British	Employed	Yes	No	
70	F	White British	Retired	Yes	No	
56	F	White British	Employed	Yes	Yes	Husband of group member
64	M	White British	Retired	Yes	Yes	Wife of group member
42	M	Asian Indian	Self Employed	Yes	No	
50	M	White British	Employed	Yes	No	
62	F	White British	Employed	Yes	No	
70	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. For further information about the group, please contact: Peter Stekelenburg PPG member at [burstwoodppg@gmail.com](mailto:burstwoodppg@gmail.com) or telephone 020 8303 0604.

The PPG recognises that not everyone is available to attend PPG meetings but would like however to be kept informed of the activities of the group by reading the minutes and other PPG documents and to that end we are setting up a "Virtual PPG". All patients of this practice are invited to email the following hotmail account and you will be provided with the necessary PPG documentation: [burstwoodppg@gmail.com](mailto:burstwoodppg@gmail.com)

The PPG has decided to make available with the assistance of Bexley Business Support Unit a range of NHS approved literature on a variety of medical matters that may prove useful to patients in dealing with medical problems that are encountered and have to be dealt with.

If you would like to receive the information electronically please email: [Philippa.james@bexley.nhs.uk](mailto:Philippa.james@bexley.nhs.uk) giving the following details and you will be emailed when the information requested is available:

- Patient's name:
- Email address:
- Telephone number:
- Topic that you require information on

Alternatively, this information can be requested by telephone to the surgery or in person at reception.

### PRACTICE SURVEY

Earlier this year the PPG arranged for a questionnaire to be made available to patients giving them the opportunity to make their views known to the PPG & the Practice. The results are as follows:

- 150 questionnaires distributed & 58 were returned.
- The majority of those completing the questionnaire were over 50.
- 70% were very satisfied with the service provided by the Practice.
- 20% were satisfied with the service provided by the Practice.
- 10% were not satisfied with the service provided by the practice.

Particular points raised in the returned questionnaires:

- The sit & wait surgery was too slow.
- Behaviour of the children playing in the waiting area.

- Fed up with waiting for permanent Drs to be appointed.
- The service for repeat prescriptions could be better.
- The surgery is efficiently run mainly due to the efforts of the reception staff.

The PPG will arrange for another PPG Patient Questionnaire to be distributed following the conclusion of the Procurement Process and the awarding of a permanent contract.

#### ACTION PLAN/OUTCOME OF THE SURVEY RESULTS

- The daily Sit & Wait surgery time was changed to between 10am – 11am in order that 2 clinicians (consisting of either Doctors or Nurse Practitioners) would run the session between them which would enable two patients to be seen at the same time but still leaving early morning bookable appointments to be available.
- A polite notice to patients requested that children are kept under control at all times has been placed in the waiting room.
- Until the Bursted Wood Surgery tender process has been completed 'permanent' Doctors cannot be put in place – this is complete by 1<sup>st</sup> May 2012.
- The discontinuation of the telephone ordering service for the issuing of repeat prescriptions has been discontinued but this is in line with all other local surgeries. Improvements have been made to the surgery website prescription requesting procedure and encouragement to use local pharmacy services has been actioned via advertising in the waiting room and on the repeat prescription slip.
- The surgery acknowledged the fact that the current staffing levels have been maintained without any changes during the past 3 years and throughout the tendering process.