

ROSEWORTH SURGERY REPORT
2014/2015

Introduction

Patient Participation Group

The Practice had an established PPG group since 2008. We continue to endeavour to maintain a balanced representation of the practice population. We have also continued to recruit new members by asking patients if they would like to join the PPG when they register with the Practice.

Last year all members were sent a questionnaire asking them to update their contact details with us in order to maintain an up to date list of members. As part of this exercise we also requested consent to contact each member by SMS texting where applicable thus enabling us to keep in contact with our members and to cut postage costs whilst doing so. This exercise is ongoing and we continue to recruit new members and also update our records.

As a result we currently have 114 members, the majority of which we contact via email or SMS texting, the remainder we contact via our website, our notice board in reception and also by post.

2013/2014 survey, report and issues which have been addressed

As a result of last year's survey, report and action plan we have now acted on the following issues:

- Back to basics training given to all of the admin team
- Telephone systems upgrade
- Appointments with senior partners
- Ordering of medications
- Information services offered in house and on website facilities
- GPR & FY2 not knowing history of patients

DES Specification for Patient Participation 2014/2015

The main aim of the DES this year was to promote proactive and innovative engagement of patients and carers through effective PPGs and encourage practices to act on a range of sources of patient and carer feedback as follows:

- GP patient survey
- Reviewing complaints and suggestions for example in a practice post box, on online forums or any other existing practice survey
- Local voluntary community or groups or existing groups attached to practice Healthwatch
- Practice champions and peer support groups
- Other local surveys arranged by CCGs or Commissioning Support Units
- CQC reports
- Family and Friends Test

We held our June quarterly meeting at the practice and discussed the above DES requirements and as a result it was agreed that we would collate our information and feedback from a varied cross section of the practice population by the following means:

- GP national Survey
- Suggestion post box in reception and Family and Friends Test
- Complaints procedure – Practice Manager give presentation on complaints procedure:

Appendix 1 – Minutes of June 2014 meeting



PPG meeting June
2014..docx

Appendix 2 – GP Survey Results



Survey results - GP Patient Survey.mht

Appendix 3 – Family & Friends



Friends and Family -
Results 2015.xlsx

Appendix 4 – Complaints



Complaints policy dec
12.doc

The results of the aforementioned were collated and discussed at our September 2014 quarterly meeting as shown in the table below:

Source	Results
<p>a. GP Survey</p> <p>b. Suggestion Box in reception/Family & Friends Test</p> <p>c. Complaints</p>	<p>i) Opening times of surgery ii) GP giving patients enough time iii) Seeing regular GP or Partner</p> <p>i) Patients would like everything done in one visit. ii) Staff are rude iii) Seeing regular GP or partner iv) Improve communications</p> <p>PM presentation of complaints procedure.</p>

It was agreed that the Practice should focus on the following 3 areas for improvement:

- a. GPs giving patients sufficient time at consultation
- b. Patients being offered the facility to see a regular GP or partner
- c. Patients' being able to have everything done in one visit.

Appendix 5 – Minutes of September 2014 PPG Meeting



PPG minutes
September 2014.docx

Finally at our December 2014 quarterly meeting we recapped the whole process to date which was that the service aim of the DES was to encourage practices to act on a range of sources of patient's and carer's feedback, which resulted in the following action plan:

Source of Information	Feedback from Patient/Carer	Action to be taken	By whom
GP Survey	Seeing Regular GP	To employ a salaried GP in order to balance out partners doing external work.	Practice Manager and Partners – in progress, Dr Chris Collins employed 1.8.2014
GP Survey	Patients getting sufficient time at consultation	Appointments times were increased from 10 minute to 15 minute slots and FY2 appointment times increased from 15 minute to 20 minute slots.	Practice Manager and partners – complete has been implemented
Suggestion Box/Family and Friends	Patients would like to have everything done at one appointment	Introduction of Search & Recall system	Practice Manager and Admin Team – In progress.

Appendix 6 – Minutes of December 2014 PPG Meeting



dec 2014 to.docx

2014/2015 Action Plan and Report was discussed at the March 2015 quarterly meeting. The will be submitted and displayed on our website and in the practice waiting area.

Next Steps:

We will continue to keep the Patient Participation Group informed of our progress with regards to the above actions and implementations which will take place at our quarterly meetings held throughout the year and will continue to actively seek suggestions as to how we can improve our overall service to our patients.

We will continue to work with organisations that can assist us in identifying and assisting those sectors of the practice population who do not feel able to or confident enough to join our PPG.

We will work in conjunction with all Patient Participation Groups across the Clinical Commissioning Group.

Date: March 2015

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