

# Drs Wood and Claridge

## Patient Participation DES

### Document Control

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#### B. Document Details

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# Dr Wood and Claridge



## Local Patient Participation Report

Date Published:

### A description of the profile of the members of the PPG:

Female aged 61  
Female aged 74  
Female aged 65  
Female aged 63  
Female aged 75  
Female aged 64  
Male aged 63  
Male aged 61  
Male aged 59  
Male aged 74

### A description of what steps the Practice has taken to ensure that the PPG is representative of its registered patients and where a category of patients is not represented then what steps have been taken by the Practice in an attempt to engage with those patients:

All current members are of white British ethnicity, but as that represents 92% of our practice population we have not actively recruited members of other ethnic groups as yet. All our patients are asked to give feedback and suggestions about our services at any time. This year we have nominated 6 new members of the team and the group has decided to have meetings (face to face) quarterly. 2 members unfortunately have died last year and 2 members have stepped down from the group. We unfortunately have not managed to recruit new members in the younger age group category or with young families but hope to do this soon with our group going to visit PTA's and other local groups with younger members to explain the PPG and what they do and to encourage new members. All new members have responded to posters and from other member's encouragement to join. 2 members of our group also represent the practice on the Mid Devon Patient forum and 1 other member is going to join these two. We also have joined with Moretonhampstead's Group with regard to the steering group of Moretonhampstead Hospital.

**A description to be entered in around how the Practice and the PPG determined and reached an agreement on the issues which had propriety within the Local Practice survey:**

We made a decision to partake in the CFEP survey again this year for an overall view of patient satisfaction. The survey was distributed to 123 patients who visited the practice during December 2013.

A report was then distributed to our PPG members and we discussed this at a meeting held here at the Health Centre on 29<sup>th</sup> January 2014 with members of the practice team to discuss an action plan based on the results.

The findings of the report were put up on the notice board in the Health Centre.

**A description of how the Practice sought to obtain the views of its registered patients**

The CFEP survey is an accredited survey which we have used in previous years as it does allow us to compare year on year results. The survey was completed by 123 patients of the practice.

**A description of how the Practice sought to discuss the outcomes of the local survey and the Practice's action plan together**

The survey as mentioned above was emailed to our PPG for discussion at our meeting in January. One member who could not make the meeting did give her views/questions by email.

We agreed an action plan with the members of the PPG and this report will be published on our website. Our PPG has now obtained space on a regular basis for a newsletter to be included in the bi-monthly parish magazine which goes out to all households in Chagford and surrounding areas.

The PPG is also aware that the survey was only completed by approximately 4% of the patient list and the greater percentage of responses were in the 60+ group and so it is intending to talk to a number of local groups in order to gain the views of a wider spectrum of the community.

**A description of the findings or proposals that arose from the local Practice survey and what can be implemented and if appropriate reasons why any such findings or proposals should not be implemented**

*For example: Change of opening hours - explain if these are feasible, why implemented or not implemented, Explain had discussions and agreement with the PRG or if not the PRG the PCT etc.*

92% of our patient ratings about this practice were good, very good or excellent. When compared with other practices (2001-4000 patients) we were above the national mean score in 25 of the 29 questions. In two areas we were in the lower quartile which were:

See practitioner within 48 hours  
See practitioner of choice

So both of these we decided to discuss. It was agreed that the reason behind seeing the practitioner of choice was that being a small practice with 2 GP's 1 GP in 2013 was on a sabbatical for 6 weeks and sick leave for 5 weeks which equates to 11 weeks out of 52 weeks that she was not in the practice.

From 01012014 this GP has increased her sessions to 7/8 sessions a week from 5/6 sessions in 2013 which should improve problem this year.

See practitioner within 48 hours - is a misunderstanding we felt of our practice population in that we offer a considerable number of telephone triage appointments and if there is no availability with a face to face consultation then this is triaged by telephone and all these patients are given an a face to face appointment with the GP if not dealt with successfully over the telephone by the GP.

**A summary of any evidence including statistical evidence relating to the findings or basis of proposals arising out to the local Practice survey:**

*For example: Opening hours of the Practice 98% of patients agreed that the opening hours on a Saturday were excellent. These can be positive or negative etc.*

Overall our survey showed that 92% of our practice population showed that they were happy with our service at the practice and 92% rated it as good, very good or excellent.

Our highest percentage about our practitioners were:

1. Respect shown 90%
2. Ability to listen 89%
3. Warmth of greeting 87%

Our lowest percentage about our practitioners were:

1. Reassurance 84%
2. Explanations 85%
3. Consideration 85%

As you can see these are still high percentages and above the national mean average which is 1. 80% 2. 81% 3.3 79%

Our highest percentage about the practice were:

1. Telephone access 84%
2. Appointment satisfaction 79%
3. Comfort of waiting room 78%

They were again all above the national mean average which were:

1. 71%
2. 73%
3. 70%

Our lowest percentage about the practice were:

1. See practitioner of choice 59%
2. See practitioner within 48 hours 62%
3. Waiting time 64%

Unfortunately two of these 1 and 2 were in the lower quartile of benchmark data and that is why we discussed these two areas as above.

The comments by patients were as follows:

2. Warmth of out of hours telephone message – this has been amended.
3. Not possible to change anything
4. .Very pleased with the practice and feel very lucky to have the care of this group of doctors.
5. Earlier and later appointments would be helpful – this is offered
6. Evening and Saturday appointments – We now offer one evening (Mondays) at present we don't offer Saturday appointments.
7. Very difficult to suggest improvements.
8. Delighted so far
9. No I am very satisfied with my treatment at my current state of health (which is good)
10. Waiting room sometimes a bit chilly - we have added a portable heater to the waiting area – at present do not have the budge to change the heating in the entire surgery.
11. The doctors are great – however I think it would be fabulous to have a regular female doctor. –We now offer more sessions with our female doctor from 1/1/2014.
12. It is a welcoming practice I would not go anywhere else.
13. Sometimes we have to wait for an appointment but can usually talk to a doctor on the phone.
14. It would be helpful to see the same doctor more than once.
15. Could do with longer time slots in which to talk to doctors – we do offer longer appointments (at patient requests)
16. I don't think this practice can improve – it already provides an excellent service and the doctors and receptionists are fantastic.
17. Excellent service and care
18. They are excellent
19. Seeing a doctor/nurse within 48 hours is the exception rather than the norm. – We do address this with telephone triage appointments.
20. Very satisfied
21. They are very good and welcoming
22. Open more weekend hours
23. Just keep doing things the way you are.

**A Description of the action which the Practice, the PCT intend to take as a consequence of discussions with the PPG in respect of the results, findings and proposals arising out of the local Practice survey. If this is the second**

**year of the scheme detail here any changes and issues since the 31<sup>st</sup> march 2012 local patient participation report was completed.**

We discussed the reasoning behind the two lowest scores and this was mentioned above. We feel that this score would be higher in 2014.

The patient group discussed opening times and since the meeting took place we have put into place a late evening surgery on Mondays with one of our GP's from 1830-1900 as well as our 2 early morning surgeries on Tuesdays and Thursdays from 0730-0800am. These times have been published in the Chagford health centre newsletter and will also be included in the PPG's parish magazine newsletter.

It was also discussed that a daily board of who is on duty in the practice could be put on a board for patients to see which we have done.

**A description of the opening hours of the Practice premises and the method of obtaining access to services through the core hours:**

*Example - explain that the surgery is open from X to X but also patients can make appointments and request prescriptions on line using the online services etc.*

Chagford Health Centre is open Monday-Friday 0830-1800

Patients can also make appointments online with their user access name and password which they can use to amend, cancel and order prescriptions at any time Monday-Sunday (7 days 24 hours a week).

**A description of any extended opening hours that the Practice has entered into and which health care professional are accessible to registered patients.**

*Example - the Practice opens every Saturday from X to X and provides all pre-bookable appointments. The healthcare professional available on these sessions is a GP and the Healthcare Support worker etc.*

We are open for bookable appointments

Tuesdays and Thursdays 0730-0800am

And also on Mondays from 1830-1900