

Rosedean House Surgery Patient Participation Group

2012/13 report

Meetings

The surgery's Patient Participation Group (PPG) continued to meet during 2012/13.

Six formal meetings were held at the surgery on 19th April 2012, 21st June 2012, 6th September 2012, 8th November 2012, 17th January 2013 and 14th March 2013.

Minutes of these meetings are available at www.rosedeansurgery.co.uk or by requesting "hard copies" from our Reception desk.

Group membership

Each meeting is publicised in advance and new members are invited via posters in the surgery, website publicity and, more recently, via a TV information system in the waiting room. This process has worked well for 2012/13 and whilst 4 members advised us that they could no longer attend meetings, an additional 9 new members have been recruited. Attendance at meetings has varied from 10 members to 18. The group now has a total of 31 members although some have yet to attend a meeting and prefer to receive minutes and communicate with us by email. Thursday evenings is the preferred time of meeting of the group.

Guest speakers

A successful feature of this year's meetings has been the attendance of guest speakers. So far we have been pleased to welcome Joy Youart (Managing Director of NHS Kernow), Jo Beer (Locality Manager for PCH), Dr Neville Devenport (Clinical Lead for East Cornwall Commissioning locality), Scott Bennett (Age UK) and Joyce Halliday (Research Fellow, Plymouth University)

During the year the group extended an invitation to the new Secretary of State for Health, Jeremy Hunt MP, to attend the group and through liaison with Sheryll Murray MP, we understand that he has accepted the invitation. No date has, of yet, been agreed for his visit.

Liaison with East-Cornwall-wide patient group

The group has two representatives who attend meetings of the above and report back as appropriate.

Patient Survey

At the group meeting on 6th September 2012 the aims for a patient survey were discussed and it was agreed to use the new GPAQ Survey Version 4 to seek patient opinion of practice services. This survey has been developed by Cambridge University with the particular aims of measuring patient satisfaction in General Practice as well as to satisfy national GP revalidation requirements. The group agreed that the key areas examined by this survey of access to clinical staff, patient satisfaction with the consultation process and overall satisfaction with the surgery would be beneficial to explore.

Like last year the results of this survey could be submitted for analysis to an external organisation and hence compared to other UK practices for benchmarking purposes.

Survey implementation

It was agreed that the survey exercise would be carried out on a random, anonymous basis until a minimum of 350 completed surveys were obtained. This figure was chosen to ensure that we received a minimum of 50 completed surveys per GP. Survey forms were handed to consecutive patients and once completed, returned to a central "post box".

The survey was completed in December 2012 and the raw data obtained was submitted to CMI Publishing for analysis.

Survey results

CMI Publishing supplied both a summary and detailed report on our survey results. Copies of both are available on the practice website as an addition to this report and were distributed to the Patient Group at the January 2013 group meeting.

The TV information system in the waiting room advises patients of the availability of this report.

During the January 2013 group meeting the results were reviewed and discussed in detail with the group. In addition to the summary and detailed report a list of ad hoc comments made by survey respondents was also discussed with the group.

Key points from the survey that the group felt should be further investigated by the surgery are as follows:

Actions required as a result of the survey

- 1) The investigation of the ability for the surgery to offer an on-line appointments system.

- 2) Patients to be better informed of the extended hours that we are open – i.e., when appointments are offered beyond 08:00 & 18:30 Monday to Friday.
- 3) An improvement to seating arrangements in the waiting room following the introduction of the new TV based patient call system.
- 4) The purchase of new waiting room-specific toys for children.

Action carried out by 22nd March 2012

- 1) An on-line appointments system has been purchased from our clinical system supplier, Microtest Ltd. The appropriate software module has been installed and commissioning is due to be complete in early April 2013.
- 2) Extended hours advertising has now been placed on our TV information system and more prominently in our patient leaflet. This explains our openings on Tuesday evenings and Saturday mornings. How to access services outside of these hours, via SERCO, is also included in this advertising.
- 3) A second TV screen for the patient call system has been ordered and delivery is due before the end of March. This will allow the waiting room seating to be re-configured to the former layout whilst ensuring that all patients will be able to view the call system at all times.
- 4) Waiting room-specific children's toys have been purchased and installed.