

Rosedean House Surgery Patient Participation Group

2013/14 report

Meetings

The surgery's Patient Participation Group (PPG) is now in its sixth year of existence and continued to meet during 2013/14.

Five formal meetings were held at the surgery on 9th May 2013, 10th July 2013, 12th September 2013, 12th December 2013 and 13th February 2014. The next meeting is scheduled for 24th April 2014.

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 practice newsletters, the surgery website and the TV information system in the waiting room. This process has continued to work well in recruiting new members to the group and whilst just 1 member resigned from the group during the year a further 5 new members have been recruited. Attendance at meetings has continued to grow compared to last year and has varied from 13 members to 24. The group now has a total of 34 members of a wide age range although some have yet to attend a meeting and prefer to receive minutes and communicate with us by email. The timing of meetings is reviewed with the group regularly and Thursday evenings remains the group's preferred time of meeting.

Guest speakers

We have continued with guest speakers at each meeting and this has continued to be a success. In 2013/14 we were pleased to welcome Jeanette Toy (Carers Advocacy Support), Mary Carter & Ana Juett (Peninsula Clinical Research Network), Dr Catriona Thornton (Rosedean House Surgery), Dan Thomas (NHS Kernow Telehealth Manager) & Dr David Hargadon (Rosedean House Surgery).

James Buist from Healthwatch Cornwall will be giving a presentation to the group at the April 2014 meeting. In addition, an invitation is outstanding to the local Dementia Service for them to attend a meeting in 2014.

It was reported in last year's annual report that the Secretary of State for Health, Jeremy Hunt MP, had accepted an invitation to visit the practice and meet the Patient Group. We do not yet have a date for this but continue to liaise with Sheryll Murray MP in an attempt to facilitate this.

Liaison with East-Cornwall-wide patient group

The group has two representatives who continue to attend meetings of the above and report back as appropriate. There is currently some concern within the Rosedean House Surgery PPG with the aims and potential benefits of this umbrella group but following recent discussion, the group has decided to continue with its membership subject to regular review.

Patient Survey

At the group meeting on 12th September 2013 the aims for a patient survey were discussed and it was agreed to use the 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. As this is a nationally recognised survey it is possible to benchmark our practice's outcomes against national averages. This was felt by the group to be a major benefit.

The group agreed that the key areas worthy of examination this year were our Reception Team, opening times, the availability of appointments and communication between the practice and our patients.

As in previous years the results of this survey were submitted for analysis to an external organisation for review and to allow the benchmarking process to be undertaken.

Survey implementation

It was agreed that the survey exercise would be carried out on a random, anonymous basis until a minimum of 300 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 upon their arrival at the surgery and once completed, returned to a central "post box".

The survey was completed in January 2014 and the raw data obtained was submitted to CMI Publishing for analysis.

Survey results

CMI Publishing supplied a detailed report on our survey results. A copy of this survey report is available at our Reception desk and on the practice website as an addition to this annual report. It was distributed to the Patient Group at the February 2014 group meeting.

The TV information system in the waiting room advises patients of the availability of this report as did the February 2014 patient newsletter which is distributed by email, available to download from our website or hard copies are available for collection at our Reception desk.

During the February 2014 group meeting the results were reviewed and discussed in detail with the group. It was noted that the practice was rated above the national average in 28 of the 29 areas that were benchmarked and in the one negative area our scoring was less than 1% below that of the national average.

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 ability for patients to book appointments via the internet.
- 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) The survey monitoring company to be contacted to see if more local comparisons of the survey outcome data could be carried out for benchmarking purposes.

Action carried out by 19th March 2014

- 1) An on-line appointments system was purchased from our clinical system supplier, Microtest Ltd in 2013. This module allowed the secure ordering of repeat prescriptions as well as on-line appointment booking. The repeat prescription component was commissioned first and due to significant technical difficulties with this, the on-line appointment module was substantially delayed. However, these difficulties have now been overcome and in March 2014 on-line appointment booking became available. All GPs now have appointments available to book on-line and patient feedback regarding this service has been positive.
- 2) Extended hours advertising has been made more prominent on our TV information system and in our patient leaflet. This advertising explains our openings on Tuesday evenings and Saturday mornings. How to access services outside of these hours, via SERCO (the Out Of Hours service provider), is also included in this advertising.
- 3) CMI Publishing have been asked if local/regional benchmarking of the GPAQ patient survey results are possible and have advised us that they will review their capability to do so and advise us of likely costings.