

Patient Participation DES

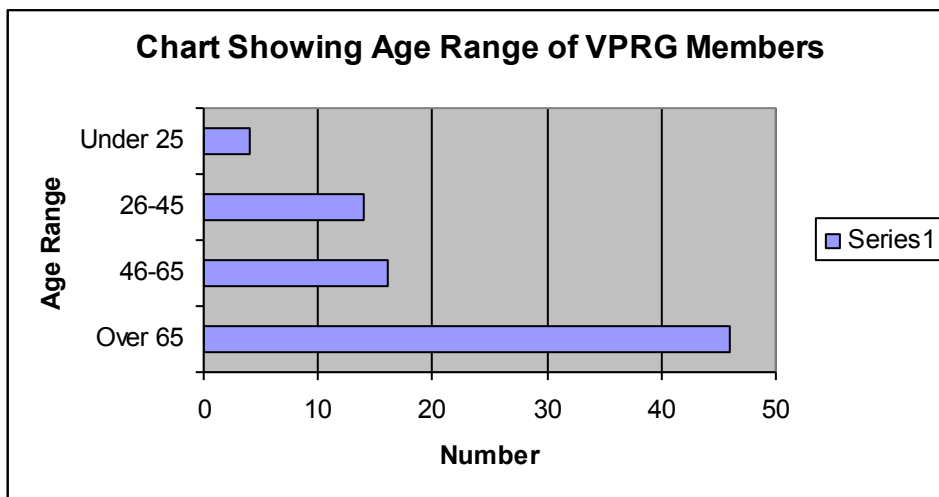
Report of Actions and Evidence 2013/2014

The following summarises the actions taken by the practice up to 31 March 2014 to satisfy criteria for taking part in the Patient Participation DES.

The practice continues to have a long standing Patient Group. There are currently 30 members in this group which will remain separate but work in parallel with our virtual Patient Reference Group. Activity and feedback will be discussed with both groups at the regular Patient Group meetings and by e-mail correspondence with the vPRG. In this way, patients who are not on line, but willing to become involved in patient participation are not excluded.

Step 1 - Patient Reference Group Membership

Having taken steps to set up a patient reference group last year the number of members has increased to 80 from the original 62.



Step 2

Members of the PRG were e-mailed asking for their input into what should be included in this years patient questionnaire.

The aim was to ascertain areas of importance and receive further ideas as to what should be included in the questionnaire.

Step 3

We employed the services of Patient Dynamics to assist in compiling a questionnaire. This was a bespoke questionnaire covering all the main areas of service plus some additional questions formulated from the comments given on the pre-questionnaire survey.

The questionnaire was available over the counter in reception. Members of our patient group were involved this year. Some members spent time in the waiting room talking to patients and encouraging them to take part in the survey.

Receptionists promoted the forms to ensure a wide range of patients were able to respond.

We managed to reach all age groups as detailed below:

16 – 44	16.4%
45 – 64	26.0%
65 – 74	32.2%
75 and over	24.1%

The report was shared with both the vPRG and Patient Group.

Step 4 & 5

The results of the survey were collated and reported on by Patient Dynamics. The results were analysed by the surgery and a draft action plan drawn up taking into account what was said.

The main areas for action include:

- Continuing to improve telephone access to clinicians
- Increase awareness and promote self help
- Continue to educate our patients of the fact that it is possible to book an appointment in advance.
- Maintain evening extended hours surgeries
- Co-ordinated approach to use of online and leaflet patient information
- Introduce booking of appointments on line
- Continue to develop text messaging service.
- Continue to promote and expand our website
- Work with our patient group to introduce a patient surgery link initiative

The action plan was presented and discussed at a meeting with the patient participation group 10 March 2014 and agreed.

Step 6

This report and survey results together with the Practice Action Plan have been published on our website www.grovehouse-surgery.co.uk

The results and action plan will also be displayed in the waiting area. Actions will be implemented within the time scales indicated.

Last years action plan has been reviewed, a report of which has also been posted on the website.

Grove House Surgery - Current Opening times

Monday 8.30am – 6.00pm
Duty Doctor available until 6.30pm

Tuesday and Wednesday 8.30am – 6.00pm
Extended Hours by appointment only 6.00pm – 7.30pm

Thursday 8.30am – 6.00pm
Duty Doctor available until 6.30pm

Friday 8.30am – 6.00pm
Duty Doctor available until 6.30pm

NHS 111 Service 6.30pm – 8.00am

Arthur Griffith Clinic (Branch Surgery)

Monday - Friday 8.30am – 11.30am

Out of Hours NHS 111