

Add practice logo here if required

## PATIENT PARTICIPATION REPORT 2013/14

Practice Code:

**C81050**

Practice Name:

The Village Surgery

### An introduction to our practice and our Patient Reference Group (PRG)

Our practice is made up of two surgeries with combined population of 9383 patients. We have four full time GPs and three part time GPs. The patient reference group is made up of 12 members and has been a long established group.

### Establishing the Patient Representative Group

This shows how the practice has tried to ensure that the PRG is representative of the wider practice population. Information is provided here on the practice and PRG profile.

	Practice population profile	PRG profile	Difference
<b>Age</b>			
% 0 – 34	3790	1	
% 35 – 54	2690	2	
% 55 – 74	2076	12	
% 75 and over	827	0	
<b>Gender</b>			
% Male	50	20	
% Female	50	80	
<b>Ethnicity</b>			

% White British	96%	100	
% Mixed white/black Caribbean/African/Asian	0.18%		
% Black African/Caribbean	0.14%		
% Asian – Indian/Pakistani/Bangladeshi	0.47%		
% Chinese	0.11%		
% Other	3.1%		

These are the reasons for any differences between the above PRG and Practice profiles:

We have struggled to entice young people to join the group, we have at times specifically asked people of younger age categories if they would like to join but have had no success. Again we have targeted ethnic minorities on an ad hoc basis without success. It does seem to be the older generation who are more interested in being involved.

In addition to the above demographic factors this is how the practice has also taken account of other social factors such as working patterns of patients, levels of unemployment in the area, the number of carers:

There are high levels of unemployment in the area, most meetings are held face to face in an evening to accommodate people who work although at times we've discussed virtual meetings it has been felt not all of the members have access to a computer

This is what we have tried to do to reach groups that are under-represented:

Mostly when patients attend the surgery the GPs mention at the consultation

**Setting the priorities for the annual patient survey**  
 This is how the PRG and practice agreed the key priorities for the annual patient survey

An example survey had been circulated by the CCG, it was taken to a PRG meeting and was agreed we would use this one as advised in the email.

### **Designing and undertaking the patient survey**

This describes how the questions for the patient survey were chosen, how the survey was conducted with our patients and includes a summary of the results of the survey (full results can be viewed as a separate document)

How the practice and the Patient Reference Group worked together to select the survey questions:

The questions were supplied by the CCG and we agreed to use these with the PRG we discussed if any questions wanted to be added or omitted.

How our patient survey was undertaken:

We targeted all patients attending the practices in a one week to 10 day period

Summary of our patient survey results:

Attached to email

### **Analysis of the patient survey and discussion of survey results with the PRG**

This describe how the patient survey results were analysed and discussed with PRG, how the practice and PRG agreed the improvement areas identified from the patient survey results and how the action plan was developed:

How the practice analysed the patient survey results and how these results were discussed with the PRG:

No-one in the PPG felt able to compile the results so this was done by the receptionists at the Village surgery. All forms were available for the PRG members to see the originals should they want to check for inaccuracies

The key improvement areas which we agreed with the PRG for inclusion in our action plan were:

- 1) to assess the cost implications and the ability to opening more hours
- 2) to provide staff training on basic receptionist skills and to tackle individual members of staff regarding the feedback

We agreed/disagreed about:

We agreed to assess re extended hours but cannot commit to this provision

**ACTION PLAN**

How the practice worked with the PRG to agree the action plan:  
This is by discussion in a meeting

We identified that there were the following contractual considerations to the agreed actions:

Copy of agreed action plan is as follows:

<b>Priority improvement area</b> Eg: Appointments, car park, waiting room, opening hours	<b>Proposed action</b>	<b>Responsible person</b>	<b>Timescale</b>	<b>Date completed (for future use)</b>
to assess the cost implications and the ability to opening more hours	Costings of buildings, staff and GP time also to discuss with the current GPs if any were willing to do extended hours or would we need a locum	Helen Marriott	6 months	
to provide staff training on basic receptionist skills and to tackle individual members of staff regarding the feedback	In house training on receptionists skills and a direct conversation with an identified problem member of staff from comments on survey which couldn't be included in the report on the website as too personal	Helen Marriott	4 months	

### Review of previous year's actions and achievement

We have summarised below the actions that were agreed following the patient survey 2012/13 and whether these were successfully completed or are still on-going and (if appropriate) how any have fed into the current year's survey and action plan:

#### **"You said ..... We did ..... The outcome was ....."**

Last year's actions points included discussing the appointments system and considering how access can be improved. This has regularly been discussed at practice meetings to try and improve appointment availability. The doctors agreed to try and reduce the number of appointments taken for blood results with minor abnormalities and try to perform a telephone consultation instead. Also generally they will try and reduce calling in for appointments for minor problems which may be possible to deal with on the phone. We have put more doctor appointments in this year. As to the outcome there has been no appreciable reduction in pressure of appointments at the surgery.

The Pinxton canopy was to be renovated and indeed this has been revamped during our buildings upgrade last year with a good result.

The barrier for South Normanton practice has not yet been purchased but will be in the next few weeks

Where there were any disagreements between the practice and the PRG on changes implemented or not implemented from last year's action plan these are detailed below:

**No disagreements**

### Publication of this report and our opening hours

This is how this report and our practice opening hours have been advertised and circulated:

This is on our website, is advertised currently on a poster in reception to direct people to the website or ask for a copy at reception.

The opening hours are also on the website and in the practice leaflet

### Opening times

These are the practice's current opening times (including details of our extended hours arrangements)

#### Opening hours

Pinxton	South Normanton
Monday 0830 to 1830	0800 to 1700
Tuesday 0800 to 1700	0830 to 1830
Wednesday 0800 to 1300	0830 to 1830
Thursday 0830 to 1830	0800 to 1700
Friday 0800 to 1700	0830 to 1830

At all other times please call 111 in cases of needing medical assistance or 999 in medical emergencies