Dr Selby & Partners

Christmas Maltings Surgery

(D83021)

PATIENT REFERENCE REPORT 2014/15

Aim: To give patients a voice in the organisation of their care, contribute to the practice decision-making and consult on service development and provision.

Our Patient Reference Group was founded in October 2009 (then called the Patient Participation Group – PPG). The Practice Manager advertised within the surgery and approached patients who would be interested in forming a PPG within the surgery. Our first official meeting was held on 22 March 2010. At this meeting our Chairperson and Secretary were elected, Terms of Reference, Quorum, annual review arrangements and a work plan of short, medium and long term objectives were agreed upon.

We hold regular meetings (bimonthly) in the surgery on a Wednesday evening. We have a cross selection of members who include the older generation, working population and parents. Unfortunately, despite extensive, ongoing recruitment campaigns, we do not have a current PRG member representing patients from our ethnic minorities. This may be due to our rural location or relatively low numbers of ethnic patients. Since inception there has been a changeover of members due to retirement, ill-health and work commitments but this has not affected our overall numbers due to the recruitment of new members.

Our group is advertised via posters displayed within the surgery, the surgery’s advertising TV screen, our website, word of mouth and quarterly newsletters.

The group have been members of NAPP (National Association for Patient Participating) from inception and receive regular newsletters and updates which are disseminated to our members. Our members have also attended external workshops to gain more insight into the workings of PRGs.

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2011/2012 Survey - The group met on 5 March 2012 to discuss the survey findings and formulate an action plan and addressed a) not being open Saturday mornings - the practice had (since 7.1.12) run Saturday clinics and b) appointment times – the appointment of locum doctors to cover doctor absences to reduce waiting times. No further action has occurred.

2012/2013 Survey – The group met on 13 February 2013 and 24 April 2013 to discuss the survey findings and agree an action plan. The group felt patients, on the whole, seemed very satisfied and that ‘things were going in the right direction’. It was felt improvements in contacting the surgery were promising and may well be due to the surgery opening the telephone lines at 8.00am instead of 8.30am but it was noted patients seemed to be experiencing dissatisfaction with speaking with the doctor/nurse over the telephone. With this in the mind the practice agreed to formalise telephone consultations and offer pre-bookable telephone appointments. No further action has occurred.

2013/14 Survey – The survey took place between October 2013 and January 2014 and surveyed 200 patients. Patients were asked by the reception team, GPs and nurses to participate in a paper survey. PPG members also attended one of our Saturday morning ‘flu surgeries to hand out, encourage and explain the rationale behind the survey.

The group met on 5 March 2014 to discuss the survey findings (disseminated beforehand) and agreed an action plan to address a) telephone access - the surgery invested in a brand new telephone system with one of the benefits being a designated line especially for patients to cancel their appointments and b) opening times - a more detailed approach in informing patients of our surgery opening times and services. To ensure information is displayed in the surgery, on our website and information is available to be taken away.

**2014/15 Survey**

Our most recent survey took place during February 2015 to seek patient’s views on access to appointments and outcome. 197 patients took part in our survey.

Due to our imminent merge with Stourview Practice the practice did not hold a Patient Group meeting but discussed the survey results with our Patient Group Chair, Mr Frank Gibson, during March 2015. The results and comments from the survey were very favourable. The majority of patients had booked routine appointments, with the majority of those booked within a week of the appointment date. 100% of patients were satisfied with the outcome of their appointment. The majority of patients were able to rebook another appointment if needed, and a significant majority of patients were confident with the doctor or nurse’s ability to provide care.

Overall the results were extremely promising with many positive comments and indicated a continued improvement in access. An action plan is pending at this point, awaiting a joint Patient Group Meeting with ourselves and Stourview Medical Centre following the merge.

The most recent survey results and report (2014/15) have been published and are available for patients to view on our website [www.christmasmaltings.co.uk](http://www.christmasmaltings.co.uk). Copies are also available from reception. 2014/15 survey results attached.

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As a practice we open Monday to Friday 8.00 am to 6.30 pm with patients able to book appointments on-line, by telephone or in person. We hold Saturday morning clinics from 9.00 am to 11.30 am, bookable in advance, for a doctor and nurse.

Of note, the practice displays their DNA rate within the waiting room and contacts patients by telephone or letter to discuss/highlight their non-attendance. The surgery also send text/SMS messages to remind patients of their appointment(s) for those patients who have consented.

On a finishing note, our chairperson, Mr Frank Gibson, would again like to thank all those who took part in our recent survey.

Attachment: 2014/15 survey results.

March 2015