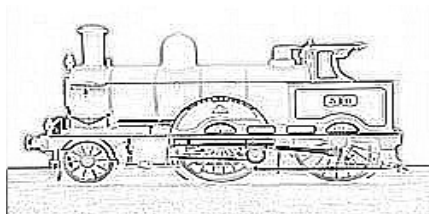


The Old Station Surgery

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DE7 8ES



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PATIENT PARTICIPATION REPORT 2013/14

Practice Code:

C81021

Practice Name:

OLD STATION SURGERY

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

We are an established practice who have been seeing patients for over 50 years. The practice consists of 11 doctors (8 partners and 3 Salaried doctors).

We currently have a list size of 14,350 patients who can make appointments to be seen at 3 sites Old Station, Cotmanhay and Kirk Hallam.

Our Patient Participation Group formed 2 years ago and meets every month. They help the practice to identify any problem areas and gain feedback from patients to help us to deliver the best possible care and service to our patients.

We have a notice board in Reception with information regarding the group and new members are always welcome.

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
Age			
% under 18	3232	0	
% 18 – 34	2808	2	
% 35 – 54	4076	0	
% 55 – 74	3180	9	
% 75 and over	1054	2	

Gender			
% Male	7236	5	
% Female	7114	8	
Ethnicity			
% White British	98%	100%	
% Mixed white/black Caribbean/African/Asian			
% Black African/Caribbean			
% Asian – Indian/Pakistani/Bangladeshi			
% Chinese			
% Other	2%	0	
These are the reasons for any differences between the above PRG and Practice profiles:			
We do not have a high prevalence of patients who belong to other Ethnicities.			
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:			
Information sent with practice questionnaire for patients to become involved with PPG, either by mailing or actively joining in on meeting			
This is what we have tried to do to reach groups that are under-represented:			
Text messages to random patients, notice board hand outs and practice questionnaire. Details on Web site and in practice booklet.			

Setting the priorities for the annual patient survey
This is how the PRG and practice agreed the key priorities for the annual patient survey
Several meetings were held to discuss the main areas that needed to be covered. All members engaged in this. We wanted to ask how we performed as a practice and the PPG wanted to get feedback on 111 and Pharmacy. These were all included.

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:

As above

The final draft was taken to a practice meeting to discuss before issuing to patients

How our patient survey was undertaken:

PPG members attended all 3 sites to help patients complete the questionnaires. Reception staff handed out to patients. Questionnaire put on Web site for patients to access. Random lists of 1000 patients were sent SMS messages to direct them to the Web site to complete.

Patients from a previous survey who gave permission to contact them were sent a copy for completion through the post.

Summary of our patient survey results:

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:

The final results have been analysed by the PPG and result discussions are ongoing as we are trying to arrange all members to be present. These results have also been passed on to GP's and Staff to be discussed at the next practice meeting and uploaded onto the practice Web-site

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

Ongoing

We agreed/disagreed about:

ACTION PLAN

How the practice worked with the PRG to agree the action plan:

To Be confirmed

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

Copy of agreed action plan is as follows:

To Be Confirmed

Priority improvement area Eg: Appointments, car park, waiting room, opening hours	Proposed action	Responsible person	Timescale	Date completed (for future use)

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”

WHAT THE PPG HAS ACHIEVED WORKING IN PARTNERSHIP WITH THE PRACTICE

SEE PATIENTS ON TIME

2nd Triage Nurse appointed to free up Doctors' time, to reduce waiting periods

OFFER G.P. CALL-BACK SERVICE

This is available between (times) and the Triage Nurses will also call back if you leave your name and a contact telephone number, and keep your phone line clear for a return call

IMPROVED PARKING FACILITIES

This is being monitored with a view to providing extra spaces if we can obtain additional land

APPOINTMENT LINE STAFF TO BE A LITTLE FRIENDLIER ON THE PHONE

The Practice has laid on additional training for Receptionists and Appointment Line staff

LONGER AND MORE FLEXIBLE OPENING HOURS.

Opening hours have been extended, including some weekend working during an Extended Hours Pilot Scheme when funding was available to catch up with last winter's illness backlog

CHANGE TIMES WHEN APPOINTMENTS CAN BE MADE IF YOU CANNOT RING AT 8.00 A.M.

Appointments can be made throughout the day, including lunch-times

MAKE SURGERY LOOK NICER

The area is clean and comfortable and Noticeboards are kept up to date with current information

SUITABLE SEATING FOR DISABLED PEOPLE

The Surgery has provided a number of higher chairs with arms

ORGANISE WALKING GROUPS

We don't organise this ourselves but details of Walking Groups you can join in the Erewash area are displayed on the PPG Noticeboard and kept up to date

HAVE SAME INFORMATION BOOKLETS AVAILABLE AT ALL THREE SURGERIES

This is now happening

USE TEXT MESSAGES TO REMIND ABOUT APPOINTMENTS

This has been tested and implemented

PROMOTE THE TRIAGE SYSTEM

There is now a Notice about this on one of the Noticeboards in the waiting area

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

Publication of this report and our opening hours

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

Displayed in Surgery, on Web Site (WWW.oldstationsurgery.co.uk) and Hours also in

practice booklet

Opening times

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

08.00 – 06.30 Monday- Thursday

07.00 – 06.30 Friday (Extended Hours 07.00 – 08.00)

08.30 – 11.30 am Saturday (Extended Hours)