

Action plan following patient survey carried out in January 2013.

This action plan was agreed at the meeting held on Wednesday 6th February 2013.

The following members of the group were in attendance;

Mrs Janet Doherty

Miss Lucy Sephton

Mr John Savage

Mr Adrian Ray

Mrs Imogen Woods

Mrs Gilly Loukes

Mrs Maggie Slingsby

Mrs Liz Walker

It was agreed that the opening times should be more widely publicised, especially the late evening on a Monday. This should go on the PPG noticeboard as well as on the doors of both surgeries.

It was felt that an explanation of how the appointments system works would be useful for the next newsletter eg the Duty Doctor and Nurse Triage appointments and why the Practice keeps some back as doctors review appointments. Liz will arrange this for the next newsletter.

It was also felt that copies of the most up to date practice leaflet should be made available for patients to take home. This is already available on the internet but Liz will arrange for more to be printed so that they can be placed in each of the waiting areas and at reception in both surgeries.

It was felt that the Practice should advertise the services it provides more widely, eg use the Parish newsletters, John will look into this.

Everyone agreed that it would be a good idea to provide a hook for dogs leads, Maggie said that the drainpipe at Tockwith had been pulled away from the wall because patients had used this to tie their dogs up. Liz will arrange this for both surgeries.

Everyone agreed that the music was a good idea in the waiting area and felt that it should continue as it makes the time pass quicker.

Practice population profile
In order to make as many patients aware that we were setting up a Patient Participation Group, we advertised in the surgery as well as a section on our newsletter. The newsletter

was sent to 13 local Parish clerks to advertise on their notice boards.

Age	Sex	Ethnicity
16 & Under – 20%	50% - Male 50% - Female	80+% White British
17 – 34 – 16%		
35 – 54 – 32%		
55 – 74 – 25%		
75+ - 7%		

Interest in the group came from the following groups;

17 – 34 1 female, 35 – 54 2 males, 55 – 74 5 males/females, 75 & over 1 female. All of the interested parties were White British origin.

PRG profile

Age	Sex	Ethnicity
17 – 34 = 1 Female	50% Male & 50% Female	100% White British
35 – 54 = 2 Males		
55 – 74 = 1 Male & 1 Female		
75+ = 1 Female		

Differences between the practice population and members of the PRG

We have an ethnicity recorded on our clinical system for 69% of our patients. Of those recorded more than 80% are of White British origin. In an attempt to reach other ethnic groups we have allocated a notice board, in a prominent position within the waiting area, to the group. The hope is that this will encourage participation from a wider cross section of our patients.

Survey

An example of a patient questionnaire was circulated to the group. It was agreed, at the meeting on 6th December 2012, that the questionnaire should promote some of the things we do as a Practice eg late opening on a Monday evening, online booking of appointments

and prescription requests.

The individual questions were discussed at length at the meeting on 6th December and an appropriate form was compiled.

The survey was carried out in the surgery and online via the website during January 2013.

Results of survey;

80% of those who took part were unaware that we offered a late night surgery on a Monday evening.

Less than 30% were aware of the reception opening times.

65% were aware that they could book appointments and order prescriptions online.

Only 22% were aware that they could receive a text reminder of their appointment.

80% of those who took part were aware that appointments were allocated in 10 minute slots.

Action plan

An action plan from the results of the survey was agreed, following discussion, at the meeting on 6th February 2013. As 80% of those who took part were unaware of the late opening hours on a Monday evening it was agreed that this should be widely advertised throughout the surgery; notice boards, parish newsletters, website etc. Other issues raised from the comments were discussed and will form part of the report and action plan.

The action plan was agreed by all present at the meeting, it was also circulated to those who were unable to attend for their comments.

There are no contractual considerations to the agreed actions?

Action Plan

Springbank Patient Participation Group

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Local patient participation report

The report of the survey has been posted on the notice boards in both surgeries as well as on the Practice internet site.

Please see a copy of the survey results above.

Opening times

Opening times 8am – 8pm Monday & 8am – 6pm Tuesday – Friday. Out Of Hours (between 6pm and 8am Monday to Friday and weekends) cover is currently available by ringing 08450568060.