

2013-14 PATIENT PARTICIPATION REPORT

BURSTED WOOD SURGERY

| <p>Description of the profile of the members of the PPG</p> | <ul style="list-style-type: none"> • There are currently 12 member of the PPG • Consisting of: 4 males & 8 Females • The age Range of members is between: 50 and 72 years • Ethnicity of the group is 11 White/British & 1 Black/British • The format of the PRG is face to face <p>The PRG convened 4 times between April 2013 & January 2014</p> | | | | | | | | | | | | |
|---|--|-------------------------|--------------------|--------------------|---------------------|--------------------|---------------------|-------------------------------|------------|------------|-------------|------------|------------|
| <p>Steps taken to ensure that the PPG is representative of our registered patients. Where a category of patients is not represented, the steps taken to attempt to engage that category</p> | <table border="1" data-bbox="338 689 1468 824"> <thead> <tr> <th>PRACTICE PROFILE</th> <th>Age 0 - 16</th> <th>Age 17 - 25</th> <th>Age 26 - 49</th> <th>Age 50 - 64</th> <th>Age 65 - 100</th> </tr> </thead> <tbody> <tr> <td>Number of registered patients</td> <td align="center">770</td> <td align="center">524</td> <td align="center">1430</td> <td align="center">956</td> <td align="center">902</td> </tr> </tbody> </table> <p>All patients are invited to join the PPG via the following methods:</p> <ol style="list-style-type: none"> 1. Flyers and notices in the waiting room 2. Via our Jayex appointment call board/information system 3. Information in our practice leaflet 4. Notification at the bottom of the patient repeat prescription slip 5. Via surgery & PPG newsletters 6. Via the surgery website | PRACTICE PROFILE | Age 0 - 16 | Age 17 - 25 | Age 26 - 49 | Age 50 - 64 | Age 65 - 100 | Number of registered patients | 770 | 524 | 1430 | 956 | 902 |
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| Number of registered patients | 770 | 524 | 1430 | 956 | 902 | | | | | | | | |
| <p>Steps taken to reach agreement on priority issues</p> | <p>Since Clocktower Healthcare Limited was awarded the contract the PPG have been heavily involved with the practice in securing funding for the upgrade of the surgery premises. Once funding was received in the latter part of 2013 the practice was able to agree with the group the areas of priority which most met patient needs. The main issues were:</p> <ul style="list-style-type: none"> • Railings to the outside slope • New flooring throughout to meet the requirements of infection control • Re-decoration to all public areas • New seating in consultation rooms • Replacement boiler/heating system | | | | | | | | | | | | |
| <p>Manner in which we obtain the views of our patients</p> | <p>Patients are invited to attend meetings or write to the PPG and post into the PPG post box in the surgery entrance hall</p> | | | | | | | | | | | | |

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| <p>Steps taken by the practice to provide an opportunity for the PPG to discuss surgery issues</p> | <ul style="list-style-type: none"> • The surgery Practice Manager has attended all the PPG during 2013/14 which took place on the following dates: <ul style="list-style-type: none"> Tuesday 9th April 2013 at 6pm Tuesday 4th June 2013 at 6pm Tuesday 8th October 2013 at 6pm Tuesday 28th January 2014 at 6pm • Dr Ucyigit & Dr Patel on behalf of Burstled Wood Surgery also attended the meeting on Tuesday 8th October 2013 • Dr Cotter for Clocktower Healthcare Limited attended the meeting on Tuesday 4th June 2013 |
| <p>Statistics relating to the findings of the practice survey</p> | <p>There have been 97 responses from 150 distributed questionnaires to the patients.</p> <p>The totals relating to the service provided is as follows:</p> <p>58(60%) = Excellent 37 (38%) = Good 2 (2%)= Fair 0 = Poor</p> <p>The overall total percentage of excellent/good was 98%</p> <p>The new telephone system was rated as the most improved service</p> |

Action Plan & Findings

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| <p>How the finding or proposals of the main requested additional services arising from the practice survey will be implemented or why any such findings or proposals cannot be implemented</p> | <p>Due to the current financial situation of Clocktower Healthcare Limited the requested phlebotomy service at Busted Wood Surgery is unable to be implemented at this time.</p> <p>An evening walk-in surgery in addition to the current daily morning walk-in is not considered possible due to staffing levels which would at present mean that the bookable appointments would have to be cut.</p> <p>The issue of regular Doctors has been implemented, there are 2 permanent salaried GP's at the surgery, unfortunately one is currently on maternity leave but all her hours are being covered by another regular locum GP.</p> <p>We are continuing to collect and use patient e-mail addresses as a means of relaying information and letters to patients</p> |
| <p>Objectives of the PPG</p> | <p>Our aims & objectives were amended & adopted at our meeting in January 2014 are as follows:</p> <ol style="list-style-type: none"> 1. To help doctors and surgery staff to provide, and patients to obtain, the best possible healthcare through discussions at regular meetings with surgery staff by deliberating on local and national health issues. 2. Contribute to patient satisfaction through opinion surveys and other means, including the examination of complaints and suggestions, as well as monitoring the performance and targets set by the practice. 3. The Surgery and the PPG to jointly produce regular newsletters for patients which will contain information on local or national health matters. 4. Organise as required appropriate educational seminars (Medical problems Explained) as suggested by patients which will be open to all patients of the practice. 5. Monitor activities of the Bexley Clinical Commissioning Group and assess the effect any decisions or developments proposed by the Clinical Commissioning Group may have on patients of this practice. 6. To ensure that the group has a wide representational membership. 7. To undertake fund-raising activities to enable the provision of extra facilities for the practice and patients <p>Easter Raffle</p> <p>During March & April the PPG will be holding a raffle at the surgery in order to raise money for equipment.</p> |

The opening hours of the practice premises and the method of obtaining access to services throughout the core hours and extended hours arrangements (the times at which individual healthcare professionals are accessible to registered patients).

The surgery is open and the Receptionists are on duty from:

8am until 6.30pm Monday to Friday.

Consulting Times

| | <u>Sit & Wait</u> | <u>By Appointment</u> |
|--------------------------------------|-----------------------|------------------------------------|
| <u>Monday:</u> | 10.00am to 11.00am | 8.30am to 5.40pm |
| <u>Tuesday:</u> | 10.00am to 11.00am | 8.30am to 8.00pm (alternate weeks) |
| <u>Wednesday:</u> | 10.00am to 11.00am | 8.30am to 8.00pm (alternate weeks) |
| <u>Thursday:</u> | 10.00am to 11.00am | 7.30am to 5.40pm |
| <u>Friday:</u> | 10.00am to 11.00am | 8.30am to 5.40pm |
| <u>Saturday & Sunday:</u> | Surgery is closed | |

Patients are notified of the surgery opening hours via the following methods:

1. Opening hours are displayed on the surgery entrance door.
2. Listed in the surgery practice booklet
3. Flyers in the waiting room
4. Via recorded message on the main surgery telephone number
5. Printed on the patient's repeat prescription slip