

PATIENT PARTICIPATION GROUP (PPG) – INITIAL REPORT

Introduction

In order to improve its patient services, Trescobeas Surgery decided to establish a Patient Participation Group (PPG). This group would feed back to the Partners areas for improvement from which relative priorities could be established. To encourage participation it was decided that a virtual PPG would be established, with method of communication through e-mails and/or letters.

To establish the PPG the following media was used:

- Advertisements placed on the Surgery notice boards
- A link placed on the Surgery website.
- Targetted letters sent to registered patients.

This latter media enabled the Surgery to target specific age, sex and ethnic backgrounds therefore ensuring a true and accurate representation.

Findings

The PPG currently has 23 members.

These divide into:

Sex

Male: 10

Female: 13

Age Group:

Under 16	2
17 – 24	3
25 – 34	2
35 – 44	1
45 – 54	3
55 – 64	5
65 – 74	4
75 – 84	2
Over 84	1

Nationality:

British Group	22
Other	1

Surgery use:

Rarely	6
Occasionally:	9
Regularly	7

The PPG has 3 registered Disabled, and 1 registered Learning Difficulties patients.

INITIAL SURVEY

An initial survey was sent out to all PPG members to canvass their opinions on a variety of areas. Each member was asked to score the question. Scoring was:

1 = Excellent

2 = Good

3 = Satisfactory

4 = Poor - Needs improvement

5 = Very Poor – I would consider moving to another practice.

The scores were then collated and averaged out. **The results were:**

Question	Average score	Comments
How do you rate our facilities?		
Building	1.4	Slopes make access difficult
Car Parking	3.6	More parking generally Busy at certain times
Waiting Room	2.1	Waiting Room bland Radio in Waiting Room More comfortable chairs Better magazines (all ages) More health education leaflets (not in corridor) Check in system doesn't always work
Doctors/Nurses rooms	1.4	Can be untidy One room is far too small (broom cupboard)
Comments: Good suggestions for waiting room that is easy to adopt. Obvious that Car parking is a problem. Solution needed but much more difficult to sort out.		
How do you rate the service you received?		
Opening times	2	Open ½ hour earlier Early morning surgeries Good opening times at Flushing.
Receptionists	2	Receptionists always helpful Normally most pleasant but sometimes deflect attempt to reach a Dr.
Access to a Doctor	1.9	Always been able to see the Dr that I want Drs all know patients histories Ring back service is very useful Drs treat you as a friend. Drs are very approachable Telephone call back system is convenient Prefer to be dealt with face to face
Access to a Nurse	2.2	Generally friendly staff Nurses are very understanding and helpful Occasionally could be more friendly Community Matron good Access to nurses at Mylor required Mylor surgery could do with a Nurse

Comments:

Generally very positive about the Doctors and Nurses.
Mixed opinion on the telephone call back system, although most people favoured it.
Computer booking was commented upon
Opening times scored slightly lower but few comments. May be worth looking into further.
Several Mylor patients mentioned about having access to Nurses there (dressings, blood tests etc)

How do you rate the clinical care you received?

Overall

2

Prefer to see a Dr face to face
Access to a Nurse in Mylor
Well looked after.
Surgery covers a lot of different services
Never feel hurried
Drs always come out to greet you.
Excellent medical and clinical care

Comments:

Generally very positive.
Again, Mylor surgery comes up.

What is good about Trescobeas Surgery?

Telephone call back system
Nurses cheerful
Drs very experienced – know your family history

What needs improving?

Car Park,
Waiting Room
Access – Slopes
Early morning opening

Suggestions:

A direct taxi line so patients can book taxis
Better magazines in waiting room
Surgery News letter
Develop "Friends of Trescobeas" group
Computer access to book appointments.
Better system to book medication

Are there any other services we could provide?

People over 75 get regular health checks
Mylor Surgery – Nurse cover
More services for young people
Dietician
Smoking
Obesity
Bereavement
Booking appointments on line or by text
Chiropodist/Chiropractor to use Treatment Room out of hours

CONCLUSIONS

From the results it is apparent that:

The main areas of concern are:

Car Parking

Mylor Surgery – Look at access to Nurses

Opening Hours – Look at options for extended hours

Access for disabled

The following suggestions for improvement are:

Additional Services

Waiting Room

Patient involvement – News letters / Friends of Trescobeas

WAY AHEAD

We would welcome any feedback from the PPG on these findings.

The Practice will now run a Surgery wide survey canvassing all our registered patients' opinions. To narrow down the survey we will focus in on the PPGs main areas of concern. These will be the PPGs and Practices priorities for the forthcoming year. We will also ask the patients to comment on the suggestions for improvements made. I have included a copy of this survey and would be grateful if you could take a couple of minutes to complete it

NHS CHOICES WEBSITE

The NHS Choices website is a national website that publishes details of all GP Surgeries. It also enables patients to post comments about their local surgery. It would be extremely helpful if you could log on to the site and post comments as this helps the surgery build up its e- profile and may enable us to access funding to carry out patient centred improvements.

The NHS Choices Web address is : www.nhs.uk

To post a comment enter TR11 2UN into the Find a GP Practice, click Trescobeas and then Rate and Comment

Your continuing help and support is appreciated.

YI O'Nyons
Practice Manager

