**Market Surgery**

**Patient Participation Group**

**Annual Report 2012/13**

**Introduction**

The Market Surgery’s patient participation group was created in 2010 and now into its third year. The group usually has between five and ten currently registered patients attending the meeting and four practice members consisting of a GP, Practice Manager, Clinical Lead and Management Team Assistant.

The group has made changes throughout the course of the year to when they meet; from, meeting bi-monthly to currently meeting monthly to enable the meetings to finish earlier. The patients that are members of the group are also meeting half an hour earlier to discuss any issues together before the practice staff join the meeting. If you would like to attend please contact the practice who will arrange an informal chat and discuss you can become involved in the group.

**Areas of Focus**

The patient group have once again, achieved a number of different objectives this year. A full list is attached as annex 1. A summary of some of the objectives is outlined below;

The group is represented currently with members aged between 50 and 80 therefore the group is poorly represented by the younger generation of the practice. The group has attended events throughout the year to promote the group to a wider audience. The group had a stand at the Wath Gala; a fund raising event in the town centre where both its staff and patient members where promoting the group and the practice to the locals. Flu vaccinations are given on two Saturdays a year where an expected 26.9% of the practices population attend the practice over the two days. The clinics are attended by a wide age group enabling the group to promote themselves by handing out leaflets and talking to the patients.

The practice also actively encourages younger patients who give verbal feedback on our practice, to join our group. However, they often have other home commitments which limit them from becoming involved. Recently, we have found that the views of younger, working patients have been placed online. As a practice we are actively encouraging this as a way of ensuring that their views are heard. The patient group also have a notice board in the reception area where feedback slips can be completed. They are then fed back into the group.

**Patient Survey**

During the year, a number of issues had been raised with regard to the presentation of the building, getting around and how the practice responds the environment in which it operates. A practice survey has been completed by patients on issues regarding the appearance of the practice where the patient group have been involved with the decisions of which questions and dealing with the outcomes. The patient views of the registered patients are collected by both receptionists and the survey that was promoted by all staff. All patients that visited the practice were advised to participate in the survey to help them to enhance their services.

Attached is a spreadsheet of the responses received and statistical information from this survey.



As a result of this survey the group discussed the data and agreed the following actions on the 27th February 2013.

The upstairs waiting rooms capacity is very limited therefore a new calling in system is been implemented where the televisions will direct the patients where to go. All patients will wait in the main reception area and be called to the relevant room. This will stop the overcrowding on the 2nd floor area.

The number of patients waiting at the reception desk is increasing therefore as part of the survey suggestions have been made to enhance the confidentiality for patients. A ‘wait here’ sign will be situated away from the desk to prevent patients from overhearing.

The use of A4 paper of notes in the reception area looks poor. Therefore a whiteboard will be used to make notices look more professional, the can also be changed easily to reflect the current situation within the practice. For example, a GP is running late.

Finally, the practice signage has been reviewed and amended to make getting around the building more obvious to patients, particularly those that to not attend regularly.

**Access arrangements**

During this year, the practice has reviewed its access arrangements; the review included the access to GP services protocol which can be found here;



Also, a presentation was given by the practice showing the number of appointments available and used for all the services that are provided. This is an ongoing progress and enables the practice to spot trends in capacity and demand and respond appropriately. The group were impressed with the access of the practice, and also were surprised by the number of appointments that were wasted as a result of DNA’s. The data and be found here;



**Future Aspirations**

Our patient group is also actively involved in the Rotherham CCG Network Meeting, where they meet other patient participation group members from across Rotherham. This ensures that sharing of ideas across practices is achieved. We hope to continue this going forward.

Promote the use of electronic means to get the views of patients that cannot or do not want to formally join the patient participation group.