

Pontesbury Medical Practice has a Patient Participation Group that is made up of 14 members.

The profile of the group is made up of

Gender/Age	16-24	25-49	50-64	65-74	75-84	85 +	Totals	Grand Total
-------------------	--------------	--------------	--------------	--------------	--------------	-------------	---------------	--------------------

<i>Pontesbury Medical Practice List Analysis (as at 01.04.13)</i>								
Male	324	968	768	439	240	107	3,450	5843
Female	320	969	776	474	311	147	3,311	
Total	644	1937	1544	913	551	254	5843	

<i>Analysis of Current Patient Reference Group Membership</i>								
Male	0	0	0	1	3	1	5	
Female	0	1	1	4	2	1	9	
Total	0	1	1	5	5	2	14	

We continue to make all new patients aware of the Patient Participation Group when they register with the practice. We also permanently display posters inviting new members to join the group. In addition we have details of the patient Group on our website and in our Practice leaflet

This year in particular the group have worked hard at raising their profile through articles in local village newsletters and holding coffee mornings at the practice. They have previously purchased banners advertising the group which are displayed at any event they arrange. We have seen a change in some of the committee members this year but have also been pleased to welcome some former members back as well as welcome some new members.

Our practice population, whilst it has increased in size still remains to have a low level of ethnicity other than white British.

The age profile of the Patient Participation Group still does not completely meet having full representation of all age groups; we are finding it very difficult to recruit anyone from the 16 – 24 age range.

In previous years our patient satisfaction surveys have focused on the patient experience within the practice. Some of the issues that have been raised are the availability of appointments and waiting

times in the practice. We made changes to the way in which we run our clinics and continue to monitor patient feedback.

This year we chose to take part in the GPAQ Patient Satisfaction Survey again as this had given useful feedback. The survey was given out to patients attending the practice for a consultation with a Doctor. We gave out 50 surveys for each of the Doctors

The results of the survey were analysed by an exterior company who then produced the results that were shared with representatives of our Patient Participation Group at a meeting on Tuesday 25th March and also with our patients through our website and NHS Choices.

This year we also paid for a poster which summarised the results of the survey, we have this displayed on the patient Participation Group notice board in the waiting room.

To View the survey

<http://tinyurl.com/pswohp5>

We have shared the survey results with all of the members of our Patient Participation Group via post and they were all invited to attend to discuss the results at a subsequent meeting in which the practice partners and staff representatives also attended

Our plan

The survey and the comments from our patient group have been discussed at a practice meeting and the following plan developed.

Our plan for the future is to carry on monitoring feedback from patients. We will do this with an annual survey but we also regularly review comments received from patients and staff members.

These comments are reviewed at our fortnightly practice meetings.

We discuss this regularly at Practice Meetings and also with our Patient Participation Group.

Overall our results were excellent and above the national average. Areas that require focus include waiting times when in the surgery. To try to address that we have altered the structure of the surgeries to allow catch up time so that patients do not have to wait so long.

In terms of time spent waiting in the surgery, we plan to reinforce to our staff about putting up messages on the call screen when a doctor is running late. Although this won't necessarily improve the waiting times it will keep patients informed.

We welcome feedback at any time from anyone that wishes to raise anything and we have a Comments & Suggestions box in the waiting room.

The opening hours of the Practice are:

Monday to Friday 8.30am – 6.30pm

Appointments can be made by phone or calling in to reception (we do not have a walk in service for appointments)

We are very pleased to now have Emis Access which enables patients to book and cancel appointments on line and is a safe and secure way of ordering medication.

We now also offer SMS text messages to send test results and appointment reminders.

These services are available for anyone over the age of 16 that would like to register for them.

The Dispensary opening hours are 8.45am - 1.00pm 2.00pm – 6.30pm

Repeat medication can be ordered by dropping in a repeat slip, Emis Access, fax or email. Please allow 48 hours for collection and collect after 2.00pm on the due day.