

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 | |
| % | 11.02 | 33.15 | 26.42 | 15.63 | 9.43 | 4.35 | 100.00 | |

| <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 | |
| % | 0 | 0.05 | 0.06 | 0.55 | 0.91 | 0.79 | | |

| | | | | | | | | |
|--------------|-------|-------|-------|-------|------|------|--|--|
| Difference % | 11.02 | 33.10 | 26.36 | 15.08 | 8.52 | 3.56 | | |
|--------------|-------|-------|-------|-------|------|------|--|--|

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 also 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.

Last year our Patient Participation Group raised concerns about waiting times in the practice. These concerns became the basis of the survey that we carried out last year which was an in house one which the practice analysed.

Following this survey we made a number of changes to the way in which we ran our appointment system. In an effort to try and improve access, any patient that requests a same day appointment is given the opportunity to speak to a Doctor first in an effort to see if any treatment can be recommended without the need for coming in to the practice.

We also opened our appointment booking to six weeks in advance rather than four to try to make it easier for patients to book in advance.

In order to assess how the changes implemented had impacted on the patient experience we chose to carry out a GPAQ Patient Satisfaction Survey this year. The Patient Group had previous experience of this survey and felt it would be a good tool to gauge the response to the changes implemented.

It was decided to give the survey out to patients attending the practice for a consultation with a Doctor. Any patient over the age of 16 was asked to complete an anonymised survey which they returned to a box in the waiting room in order for them to not be afraid to pass on their true thoughts about the service.

The results of the survey were analysed by an exterior company who then produced the results that were shared with our Patient Participation Group and our patients through our website

Please follow the link to our latest, 2013, Patient Survey, comments back to the practice are welcome, or please comment on the NHS Choices web page for the practice.

To View the survey

<http://tinyurl.com/b4dhunp>

To leave a comment on the NHS Choices page

<http://tinyurl.com/aeh99u2>

We have shared the survey results with all of the members of our Patient Participation Group

Comments that we received back were:-

An ego boost for the Practice and an endorsement of current policies and attitudes.

A third of the responses came from retired folk, but one would expect a good portion of patients to be in this age group and to have the time and interest to respond. Nevertheless, the response from the 16-64 age group is encouraging.

The proportions of "pretty good" to pretty poor" are in line with the expectation for a caring practice. There are always some unfortunate aspects despite the efforts of all concerned (some human error and some unexpected delay or mix ups)

Any lack of NHS funds is (happily) invisible, and the Practice has provided an excellent service despite any money problems.

There are always compromises to be made, but the results here indicate that the trends are to the patients' liking.

The results look good but my concern is what percentage of patients completing the survey when compared to the number of patients registered with the practice.

Excellent survey result.

Questions were all very relevant. All responses were what I would expect from a well run organised practice. Some of the more negative responses reflect that you cannot please all of the people all of the time.

Waiting times was interesting. I must be the only one of those who always seems to wait over 30 mins.

I am confused why one total (P7) is 405 and all others were 329 & wonder if more questionnaires were sent out, or received covering that particular aspect. I am a satisfied patient but this paperwork is not my cup of tea.

Our plan

The survey and the comments back 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.

There were no particular issues of note. Again patient access was raised, the telephone triage system has only been in place a few months and we would hope that this feeds through into our next survey.

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.

In order to improve the possible waiting time, we have, as a result of this survey split our morning surgeries, giving 30-60 minutes catch up time between the first and second half of the morning. This should improve the waiting times of patients who are seen later in the surgery.

Our new computer system also displays information on the time patients have been waiting on the screen that the doctor see's. We will encourage consulting doctors to be aware of this system.

We will review the impact these changes have had on our practice by 1 October 2013.

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)

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

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