



## **Downton Surgery**

### **Local Patient Participation Report**

The Patient Participation Group (PPG) consists of 13 people from a varied group of patients registered at Downton Surgery. It is a mixed group of males and females ranging from 26 years old to 91 years old. We do have representation for most of our target groups. We made extensive efforts to contact them by engaging local groups such as the Downton Link and Rotary Club, by asking the Health Visitor to approach patients when she was visiting them, and contacting the Matron of the nursing homes. We have a very small ethnic community and the response was poor despite all our efforts to include this group.

We advertised extensively with posters in the waiting room, messages on repeat medication slips, a message posted on our own website, Doctors recruiting patients when consulting, reception staff asking patients when booking appointments. We also targeted young families at the baby clinics and a wide variety of patients attending the flu clinics to ensure every group had an opportunity to join the PPG if they wished.

A meeting was held with the PPG to discuss patients' views and priority areas, using the Mori Survey and the NAPP website as a guide.

The survey was 9 questions relating to patient services offered at Downton Surgery. This was carried out by handing out the survey to patients attending the surgery, either for an appointment or for specific clinics, to ensure the widest possible range of patients could be targeted.

Once the responses from the survey were analysed, an action plan was drawn up and circulated to the PPG for comment. Upon the receipt of the comments, the plan was reviewed and actioned.

The PPG met on 28<sup>th</sup> June the following was discussed: patient waiting time.

Since the last PPG we have revised our appointment system. There seems to have been a long wait for certain doctors so when patients eventually get an appointment they have more than one complaint to discuss. This in turn means they take longer to see and the doctor inevitably runs late. We have changed the whole appointment system.

From July 2012 onwards patients will only be able to book 2 weeks in advance. This is to prevent patients from booking appointments so far in advance on a 'just in case bases.' It is hoped that this will alleviate the long wait.

Each Doctor will have doctor only slots in each surgery to enable them to book in follow up appointments. This will help when patients have more than one complaint to discuss.

The second two weeks of the appointment book would be held over as doctor only; this would allow the doctors to invite chronically ill patients and patients that need specific procedures i.e. coil fit etc.

At the end of each week appointments will be released so that there is always two weeks available to book.

A meeting was held with the PPG to discuss the action plan. There were no areas of disagreement and the plan was accepted.

The PPG met again on the 29<sup>th</sup> November. This was to discuss the out come of the new appointment system. It was agreed by all that the new system had taken a while to settle in however it is working well now.

The surgery is open from 08.00 to 18.30

Extended opening on:

Monday morning 07.30 – 08.00 x1

Monday evening 18.30 – 18.45 x1

Monday evening 18.30 – 19.15 x1

Friday evening 18.30 – 18.45x1

1 Saturday in 4

These are for pre booked appointments only.

Patients may book appointments with doctors or nurses by ringing the surgery or at the reception desk. We offer face to face or telephone appointments. If you require a same day appointment, it is best to ring during the morning, and the duty doctor will arrange to see you if necessary.