

PATIENT PARTICIPATION GROUP REPORT

PRACTICE PROFILE

We are a 7 partner part-dispensing practice in the City of Salisbury. The partners consist of 3 full time and 4 part time GP's. We have a complement of nursing, dispensing, secretarial and administrative staff. We currently are recruiting a general practice nurse.

Our main surgery premises are in a Georgian house in Endless Street close to the centre of Salisbury. We also have a branch surgery in the village of Winterslow some 8 miles east of the city.

Patients may book appointments with doctors or nurses by ringing the surgery and some appointments are available to book on-line. We offer face-to-face appointments, telephone appointments, and a triage system. Where demand for appointments is heavy, you may be offered a telephone appointment with the duty doctor and they will arrange to see you if necessary.

Practice Opening hours are currently:

SALISBURY

Mon 8.00am—7.30pm
Tue 7.30am—6.30pm
Wed 8.00am—6.30pm
Thu 8.00am—6.30pm
Fri 8.00am—6.30pm

WINTERSLOW

Mon 8.15am—5.00pm
Tue 9.00am—5.00pm
Wed 8.30am—12.30 noon
Thu 9.00am—12.30 noon
Fri 8.15am—3.30pm

The Practice offers extended hours clinics on Monday evenings when GPs and a Nurse offers appointments until 7.30pm and also on Tuesday mornings, when GPs and a Nurse offer clinics from 7.30am until 8am.

DEMOGRAPHICS –

Today our practice list is currently open and we have 8,871 patients in the city and the surrounding rural areas predominately to the North and East of the city.

The age breakdown is as follows:

AGE	TOTAL	% of Patient Population
0-17	1531	17.2%
18-24	574	6.5%
25-34	1031	11.6%
35-44	950	10.7%
45-54	1370	15.4%
55-64	1254	14.1%
65-74	1083	12.2%
75-84	694	7.8%
85+	384	4.3%
	8871	

In September 2011, the Practice began advertising for patients to join a Patient Participation Group (PPG) to work alongside a Practice Team to look at the development of the Practice and its services. In March 2015 we currently have 23 members, the majority being original members.

The PPG group is made up of 9 men and 14 women with 9 living in Salisbury and 14 living in Winterslow or the surrounding villages. The group age breakdown is

18-24	0	0%
25-34	0	0%
35-44	1	0.01%
45-54	0	0%
55-64	10	0.1%
65-74	9	0.1%
75-84	2	0.02%
85+	1	0.01%

The PPG is promoted in our 'new patient' packs, on our website and on our noticeboards. We also promote the group in our seasonal patient newsletter. We are actively seeking new members to join us especially those in age groups that isn't represented in the breakdown above.

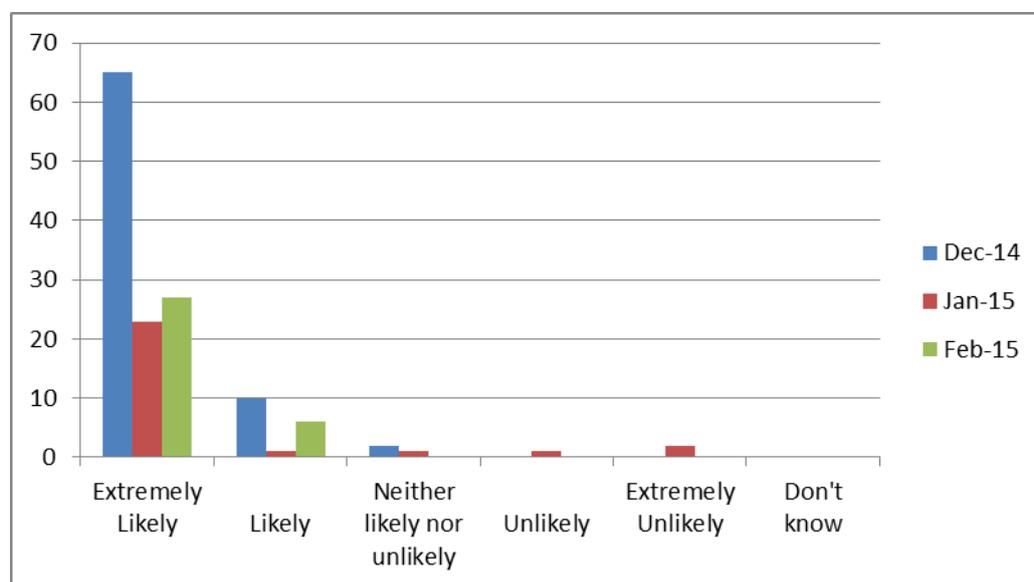
MEETINGS - past

Our recent communication with the group involved asking the members about how we can raise the awareness of our Friends and Family Test (FFT). We identified that initially there was enthusiasm when completing the short survey and giving feedback to the surgery but then our Receptionists found it harder to encourage patients to complete the questionnaire. The feedback from one of our members was perhaps we should offer a competition or prize draw to encourage

completion of the questionnaire, another member said people generally have survey fatigue! We have since advertised on our noticeboards some of the feedback. One of the comments mentioned how tatty the chairs in the waiting room upstairs were looking, we have in fact since then and because of this comment, bought new ones and replaced all those tatty chairs. We hope that by doing this and putting up posters letting patients know what we have done and why we did it, shows that feedback does get listened too and actioned.

The FFT started in December and here are the results so far:

How likely are you to recommend our GP Surgery to Friends and Family if they needed similar care and treatment?



We also asked members if they could give their advice on how to improve our patient newsletter. In fact the feedback was very positive and we were told the newsletter was perfectly readable and informative. One member did advise however, that we could add more photo's telling story's which people prefer and it catches the eye a lot more too.

We also mentioned our imminent CQC inspection and asked if the members would be happy to be here on the day to show their involvement in the surgery.

MEETINGS - forthcoming

There are various ways of communicating within the group. We either meet in person or communicate via email or letter.

Our next meeting is due to be on Monday 11th May 2015 at 6pm at Endless Street Surgery, Salisbury. The Agenda for this being

- Welcome and feedback from all members
- Feedback from The Friends and Family Test (current survey taking place in both locations)
- Develop an action plan agreeing on 3 key priority areas
- Timescales