

# **Dr Lynch's and Dr Ratcliffe Grove House Surgery & Chickenley Medical Centre**

## **Patient participation Group Terms of Reference**

**The practice has an established patient group which is widely advertised by displaying posters and including the question on new patient registration forms. GP's, Nurses and other members of staff speak to patients to see if they would be interested in being involved with the group. Everyone interested is offered a questionnaire to complete and email addresses taken and recorded for further contact. This is an ongoing process and we accept new patient all the time.**

### **Objectives**

- The purpose of the Patient Participation Group is to establish communication between the practice and registered patients.**
- for patients to be involved in development of the surgery**
- to provide feedback on patient concerns and interests.**

### **Membership**

- membership is voluntary and open to all registered patients**
- The practice Manager will liaise with the group via email.**

### **Quorum**

- it was agreed that the group would be a virtual group to prevent the need to attend meetings and thus encourage more patients to participate.**

## Dr Lynch's and Dr Ratcliffe

<u>Practice Population Profile</u>	<b>8694</b>		<b>PPG Profile</b>
<u>Age</u>			
<b>Under 16</b>	<b>1948</b>	<b>22.40%</b>	
<b>17-24</b>	<b>966</b>	<b>11.10%</b>	<b>2</b>
<b>25-34</b>	<b>1228</b>	<b>14.10%</b>	<b>3</b>
<b>35-44</b>	<b>1185</b>	<b>13.60%</b>	<b>6</b>
<b>45-54</b>	<b>1170</b>	<b>13.50%</b>	<b>7</b>
<b>55-64</b>	<b>884</b>	<b>10.20%</b>	<b>8</b>
<b>65-74</b>	<b>719</b>	<b>8.30%</b>	<b>5</b>
<b>75-84</b>	<b>408</b>	<b>4.70%</b>	
<b>Over 84</b>	<b>186</b>	<b>2.10%</b>	
	<b>8694</b>		<b>31</b>

<u>Ethnicity</u>			
<b>British or mixed British</b>	<b>5866</b>	<b>67.50%</b>	<b>25</b>
<b>Irish</b>	<b>248</b>	<b>3.00%</b>	
<b>White and Black Caribbean</b>	<b>103</b>	<b>1.20%</b>	
<b>White and Black African</b>	<b>14</b>	<b>0.14%</b>	
<b>Pakistani or British Pakistani</b>	<b>706</b>	<b>8.12%</b>	<b>2</b>
<b>Bangladeshi or British Bangladeshi</b>	<b>13</b>	<b>0.14%</b>	
<b>Indian or British Indian</b>	<b>1510</b>	<b>17.50%</b>	<b>4</b>
<b>Other Asian background</b>	<b>80</b>	<b>0.95%</b>	
<b>Chinese</b>	<b>10</b>	<b>0.10%</b>	
<b>Polish</b>	<b>49</b>	<b>0.56%</b>	
<b>Baltic Estonian/Latvian/Lithuanian</b>	<b>6</b>	<b>0.06%</b>	
<b>Other Mixed background</b>	<b>65</b>	<b>0.73%</b>	
<b>Ethnic group not given</b>	<b>24</b>	<b>0.26%</b>	
	<b>8694</b>		<b>31</b>

<u>Sex</u>			
<b>Male</b>		<b>4372</b>	<b>10</b>
<b>Female</b>		<b>4322</b>	<b>20</b>
		<b>8694</b>	<b>30</b>

## Local Patient Participation Group

### Survey

- the survey questions were discussed in practice to get a first draft taking into consideration the National survey results
- the survey was printed on one A4 page so the patient would not feel it to overwhelming and be able to complete while in surgery.
- 200 surveys were distributed and returned during normal surgery hours for a 2 week period.
- the results of the survey were counted, once all surveys counted percentages were calculated.
- The results show no major issues but some areas can be discussed within the virtual group

### Comments from patient survey

- 93% of patients surveyed were satisfied with the service.
- 90% of patients said they could obtain an urgent GP appointment fairly easily
- 97% of patients were happy with the amount of time they were given by the GP
- 0% of patients were unhappy with the way the GP listened to them
- 1% of the patients surveyed were unhappy with the way the GP explained their condition
- 1% of patients said they did not feel they received good overall care at the surgery
- 4% of the patients surveyed did not feel the surgery opening hours were good

**There are no major issues and the survey did show improvement in several areas.  
There are some areas that can be discussed with the virtual group.**

### **Action Plan**

<b>• the results of the survey emailed to the virtual group</b>	<b>25/3/14</b>
<b>• feedback on what areas the group feel need to be addressed</b>	<b>26/3/14</b>
<b>• discussions with GP's and staff on how to improve areas of concern</b>	<b>28/3/14</b>
<b>• results and action plan uploaded onto website and sent to virtual group</b>	<b>28/3/14</b>
<b>• our quarterly newsletter will be produced in spring and distributed in the waiting areas, website and sent to PPG members, who have been invited to suggest articles they feel relevant</b>	<b>Spring 14</b>

### **The survey covered access and opening times,**

- The surgery is open-**  

<b>Monday</b>	<b>8am-8pm</b>
<b>Tuesday, Wednesday, Thursday and Friday</b>	<b>8am-6.30pm</b>
  
- The telephones are answered-**  

<b>Mon, Tues, Weds, Thurs and Friday</b>	<b>8am-6.30pm</b>
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### **Feedback from PPG Virtual Group**

- The group members were pleased with the percentage of improvements from last year.**
  
- During this last year training for administration staff has been funded by commissioners. All staff have been offered external training.**
  
- Opening hours of the surgery are constantly being monitored and altered where necessary.**

## **Availability of Information**

- **The report can be read at the surgery.**
- **The virtual group members have been sent a copy of the report.**
- **A notice board will display areas highlighted in the report with results of the survey**