

Dr B T Solway; Dr S A Whale & Dr N Mallick

Orchard Street Health Centre, Ipswich IP4 2PU Tel. 01473 213261 Fax. 01473 287741

LOCAL PATIENT PARTICIPATION GROUP REPORT 2012/13

The following information summarises the development of, and work carried out by the Dr Solway, Dr Whale and Dr Mallick Patient Participation Group.

The practice established the group during 2012 and has held two meetings that have been attended by a small patient group representing a range of patients. Attendance has included:

- A social worker (female)
- Professional middle aged worker with teenage children (female)
- Retired patients (female)
- Young chronic disease mother (female) a representative of black and minority ethnic group
- Chronic disease patient & (male) carer
- Young male (20s) takes part via e-mail

Meeting Frequency

It is our intention to hold a minimum of three meetings during each year and the doctors have agreed to attend meetings on an ad-hoc basis throughout the year.

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We have endeavoured to recruit a full range of age and sex within our 'Patient Participation Group' by the following methods:

Advertising on the web site

When patients routinely attend the surgery

Displaying posters in the waiting room and around the general surgery area

Printing meeting details on prescription

Verbally discussing with patients

Information leaflets in the new patient registration packs

Obtaining Patient Feedback

The members were asked for their view on priorities and issues and what the initial survey/questionnaire should cover. A simple initial survey was agreed, drawn up and distributed to our patient population during October & November. We first wanted to:

- Establish patient access to appointments
- Access to specific clinicians
- Confidence with telephone consultations
- Waiting times
- Overall satisfaction

One hundred questionnaires were handed out but sadly only twenty two were returned (25%).

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Appointment Survey Results (also accessible from our website)

Q1 How do you book your appointments?	A) At Reception	32%		
	B) Via telephone	68%		
Q2 If appointment cancelled how?	A) At Reception	9%		
	B) Via telephone	91%		
Q3 Are you able to get a general Consultation within two-days?	A) Strongly agree	45.5%	B) Agree	27%
	C) Disagree	23%	D) Strongly disagree	4.5%
Q4 Able to book in advance?	A) Strongly agree	50%	B) Agree	36.5%
	C) Disagree	4.5%	D) Strongly disagree	9%
Q5 Do you have a preference for which GP you see?	A) Male	18%	B) Female	14%
	C) Named GP	18%	D) No preference	50%
Q6 How easy is it to make a routine appointment?	A) Easy	68%	B) Satisfactory	27%
	C) Difficult	4.5%		
Q7 What do you consider to be a reasonable wait for a routine Appointment?	A) Up to 2-days	9%	B) Up to 3-days	23%
	C) Up to 5-days	32%	D) Up to 7-days	18%
	E) Up to 10-days	18%		
Q8 Are you happy to accept telephone Consultation by GP before appointment?	A) Yes	82%	B) No	18%

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Q9 What time of day do you Prefer a routine appointment?	A) 0830>0900	0%	B) 0900>1000	9%
	C) 1000>1200	36.5%	D) 1200>1400	0%
	E) 1400>1600	14%	F) 1600>1700	9%
	G) no preference	27%		
Q10 Text message reminders	A) helpful	54.5%	B) unhelpful	4.5%
	C) Have not received but would find helpful			32%
Q11 All things consider how Satisfied are you with the practice?	A) Satisfied	86.5%	B) Neutral	13.5%
	C) Dissatisfied	0%		

Conduct of Meetings

Agenda items for meetings are published in advance with all discussion through the group.

The first meeting was held on 28th November, 5 people attended plus the Practice Manager and Practice Nurse (plus one virtual attendee).

The statistics taken from the 22 completed forms were presented back to the group and will be followed up. The representatives asked:

Can we have later appointments during the week?	This has been discussed and changes have been made to surgery hours but now that we have a third partner, Dr Mallick, we will be able to further discuss this matter. Later appointments offered from February 2013
Can we order prescriptions on line?	Yes, prescriptions on line are available; to register and for further information contact reception or go to: www.drsolwayandwhale.co.uk . We will advertise this service again on the prescription tear off in the new year.

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Meetings held to date:

Wednesday 28th November 2012

Wednesday 20th February 2013

Plans for 2013

Efforts to increase the size of the core groups will continue throughout 2013.

One clear area of under representation is that of marginalised vulnerable adults but sadly despite approaching face to face we have been unable to encourage participation; possibly due to chaotic lifestyles.

Opening hours as follows:

0800 – 1830 (Monday to Friday) access via telephone/face-to-face at reception for appointments and via web site/telephone/face-to-face for repeat prescriptions. Appointments with various clinicians between 0830 - 1830 Monday - Friday.

Opening hours are widely publicised on our website and practice leaflet. The website is also available for prescription requests.

We do not currently participate in extended hours.