

PARK AVENUE MEDICAL CENTRE
LOCAL PATIENT PARTICIPATION REPORT

Forming the PPG:

In September 2011, notices were put up in the surgery informing patients of the formation of a Patient Participation Group and inviting them to join. In addition notices were posted on the practice website. Some patients from specific patient groups i.e patients with disabilities, younger patients, patients from ethnic backgrounds were sent letters asking if they would be interested in taking part.

Profile of PPG:

Despite our best efforts to attract a more diverse group, our PPG initially was made up of 9 patients, all white, male and female between the ages of 50 and 72. Efforts to attract patients from other groups were not successful. Although this year we did not attempt to set up a virtual group via our website, this will be an avenue that we will look at in future years.

Determining the issues:

At their first meeting in November 2011, the group discussed what they felt were the major issues for seeking patient views and drew up draft questions for a patient questionnaire. At the following meeting (December 2011) the final format of the questionnaire was agreed by the group. The timetable for distributing the questionnaire, collating and discussing the information gathered and drawing up the report was also agreed.

Obtaining patient views:

Patient questionnaires were handed out to patients during February until 300 completed questionnaires were obtained. The information was then collated. The PPG met on 9th March to discuss the results and produce a report for publication on the practice website. The report follows.

Patient Participation Group Report on Patient Survey :

The Patient Participation group would like to thank the 300 patients who took part in the survey. The PPG will be reviewing the full results and comments with the practice to see how some areas of the service can be improved. If you are interested in helping with this review and other related matters we currently have vacancies on the PPG for some additional members please contact Cheryl Harrald, practice manager for more details.

The survey results and comments indicate that the service in general delivered by the practice is well received by the patients with many positive comments.

- 1) **Patients felt that doctors listened to their concerns and gave corresponding explanations of their condition to a high standard.**
- 2) **The services provided by the practice nurses and receptionists achieved a high degree of patient satisfaction.**
- 3) **The survey does highlight some areas for improvement such as the difficulty in getting a suitable appointment . Many patients reported difficulty in booking appointments and of these patients who wanted to see a specific GP, most found it difficult. The majority of patients felt it was important to see a specific GP.**
- 4) **The majority of patients found the surgery opening hours were satisfactory but additional surgeries would be welcomed.**
- 5) **Most patients reported that they could be overheard at reception and some were unhappy about this.**
- 6) **With regard to waiting to see the doctor, most patients were happy to wait but some felt they had to wait too long.**
- 7) **The comfort of the waiting areas was marked as either acceptable or above by most patients with the remaining respondents indicating comfort levels could do with some improvements.**
- 8) **Of the patients who considered that they suffered from a disability (97 patients) the majority, felt the practice met their needs, while some experienced problems with such areas as stairs, parking and wheelchair access.**

Next steps:

The results of the survey have already been passed on to the doctors and steps put in place to provide further appointments to meet the increasing demand. The doctors will shortly be meeting with the PPG to discuss other issues arising from the survey.

Surgery Opening Hours:

The surgery and the telephone lines are open Monday – Friday, 8am-6.30pm

The surgery is open for extended hours on alternate Monday and Wednesday evenings until 8pm and on Friday mornings from 7am.

NOTE: The full survey report follows for those who are interested.