

PATIENT PARTICIPATION GROUP (PPG)

PPG ANNUAL REPORT 2013

The Villages Medical Centre PPG was established in April 2011. We are comprised of 7 female and 4 male registered patients with an age range of between 36 and 78, including a mother of a young family, a carer, patients of working age, a youth worker, post-retirement members, a member of a local charity who assists patients with transport to the surgery, and a Parish Councillor. We are seeking to recruit to the PPG a disabled patient and a patient of ethnic origin, whom we have found difficult to recruit so far.

We met meet regularly as a group:

To improve communication between the practice and patients of the VMC

To influence the services the practice provides and to make positive suggestions about the practice and patients' healthcare

To provide a vehicle for patient feedback to ensure good patient input into the services provided by the practice

PATIENT SURVEY GROUP (PSG)

The PSG was started in September 2011 to target groups who were not represented in the PPG. It currently consists of 162 members, most of whom are contacted by email, and invited to complete a short survey on the services and facilities at the practice. The practice remains actively recruiting to the PSG as well as inviting all new patients to join to have their say and to make them aware of the services provided. If you are interested in joining, please ask a receptionist for a leaflet giving details.

UPDATE ON ISSUES ARISING FROM THE ACTION PLAN FOLLOWING THE PATIENT SURVEY 2011-2

Some patients said they found it difficult to book GP appointments ahead

1. More appointments to be able to book on the day have been made available.
2. Dr Cecilia Cu Zetina, an experienced hospital doctor, joined the practice as a Specialist GP Registrar on a 2 year placement and is available for consultations on Monday, Tuesdays and Thursday mornings.

Some patients said they were finding it difficult to get through to the Practice first thing in the morning

1. The Practice investigated installing a new telephone system, but this proved too expensive at the present time.
2. Patients were asked to telephone the practice for test results after 2pm.
3. The practice continues to encourage patients to register to use the practice website to book or cancel GP appointments.

Some patients were waiting more than 20 minutes for their GP consultations to begin

Patients with more than one problem to discuss have been asked to inform the GP at the outset of the appointment in order for the problems to be prioritised.

ACTIVITY THIS YEAR

We met on 2 October 2012 to discuss and agree on the issues which had priority and were to be included in the practice survey. The survey was conducted in November and December 2012. 133 surveys were emailed to PSG members and a further 29 were posted to those members without email addresses. In addition, the practice also had paper copies of the survey available in the practice for patients to complete. To preserve anonymity while completing the paper copies, patients were asked to place the completed surveys in a box in the waiting room. The survey and results were collated and discussed at a meeting of the PPG on 19 February 2013 and an action plan was agreed - see below

PATIENT SURVEY - RESULTS

Thank you to all those patients who completed the survey in November and December 2012. The results are below.

Q1 How easy did you find it to park in our car park?

Extremely easy	50%
Very easy	38%
Not very easy	12%

Q2 Is the waiting room clean and tidy?

Yes	100%
No	0

Q3 Is the waiting room comfortable?

Yes	99%
No	1%

Q4 Which information do you feel would be useful in the waiting room?

Leaflets	51
Posters	52
Notice-board	59
Check-in board	78

Q5 Are you aware that there is a wheelchair available for your use in the practice?

Yes	56%
No	44%

Q6 Are you aware that there is a disabled lavatory in the practice?

Yes	76%
No	24%

Q7 How do you rate overall privacy and respect?

Very good	69%
Good	25%
Fair	6%
Poor	0%

Q8 Are you aware of the confidential area at Reception?

Yes	37%
No	63%

Q9 How satisfied are you with the information given (verbal or written) about your diagnosis?

Very satisfied	69%
Moderately satisfied	29%
Neither satisfied or dissatisfied	0%
Moderately dissatisfied	2%
Very dissatisfied	0%

Q10 Overall, how satisfied are you with the service you receive from the surgery?

Very satisfied	81%
Moderately satisfied	14%
Neither satisfied or dissatisfied	3.5%
Very dissatisfied	1.5%

Action Plan

What	How	Who	When	Review Date
Some patients said they had difficulty in parking in the practice car park due to lack of spaces	<p>Some parents are parking in the surgery car park to drop off and collect children from Send First School. Some patients have told us that they find it difficult to park during school drop off and pick up times.</p> <p>The practice will monitor the car park and explain to patients that, whilst understanding their difficulty to safely take and collect children from school, the car park is for the use of patients and those using Boots Chemist only. The Headmaster is to be asked to include this in School newsletters</p>	Practice Manager	Immediately	30/6/2013
Some patients said that the white lines outlining parking bays have faded making it more difficult to park	The practice to organise repainting of the white parking bay lines	Practice Manager	30/6/2013	30/9/2013
Some patients said they were not aware that there is a confidential area in Reception	Practice staff will be more sensitive to the degree of confidentiality required and ask patients if they would like to move to the confidential area	Practice Manager	Immediately	1/5/2013
Some patients said they would like more written information on clinical diagnosis to be given	GPs and practice nurses to be reminded to offer printed information to patients about their diagnosis	GPs and Nurses	Immediately	1/5/2013
Some patients said they were not aware that a wheelchair is available in the practice for their use	A message that a wheelchair is available will be put on the patient call-in board, and a notice displayed	Practice Manager	Immediately	1/5/2013
Some patients said they were not kept up-to-date with waiting times once they had checked in	A message will be put on the patient call-in board to keep patients up-to-date with waiting times	Practice Manager	Immediately	1/5/2013

Practice Opening Times

	Opening Hours	Extended Opening Hours
Mondays	8am - 6.30pm	6.30pm to 8:15pm
Tuesdays	8am - 6.30pm	7.30am to 8.00am
Wednesdays	8am - 6.30pm	
Thursdays	8am - 6.30pm	
Fridays	8am - 6.30pm	6.30pm - 8.00pm

To make an appointment please telephone 04183 226330, and/or register to use the Practice Website to book or cancel GP appointments and request repeat medications. Please ask a receptionist for details.

PPG Direct Email Address - thevillagesppg@gmail.com

You can contact the VMC PPG to directly to ask for matters to be raised at PPG meetings, or leave feedback on the service you receive from the practice. This email is monitored by a patient member of the PPG. There is an automated message which confirms delivery of your email but explains that no individual response will be made. Please be assured that any comments left will be considered to be anonymous, unless you indicate otherwise.

PPG Survey Group

If you would like to join the practice Patient Survey Group (PSG), to be contacted to answer occasional questionnaires on the practice and the service it provides. This also acts as a further channel of communication between the practice, the PPG and patients. Please ask a Receptionist for an information leaflet.

Guildford & Waverley Clinical Commissioning Group (CCG) Patient Participation Group (G&WCCG PPG)

Our CCG has established a Patient Participation Group who are meeting regularly. Each Practice PPG is asked to nominate a member to attend the CCG PPG meetings and to provide feedback from and to the Board.

Margaret Jago, who is a patient in a local practice, is very experienced in patient liaison and has been appointed by the CCG as a Lay Board Member. She is very keen to receive feedback from patients via the practice nominated representative. Please contact our CCG PPG representative through the PPG email address: thevillagesppg@gmail.com.

The G&WCCG website has recently gone live: www.guildfordandwaverleyccg.nhs.uk