

LOCKSTOWN PRACTICE

PATIENT PARTICIPATION REPORT 2011/2012

Introduction

Our Patient Participation Group was started in December 2011 as a way of engaging our Patients in the surgery. We had an initial meeting in December 2011 which was poorly attended. Our second meeting was in March 2012 when we had five members.

Profile of PPG Members

We have five members at present who fall in to age category of 61-75. Four of these patients are retired and one is employed on a part time basis. Over the past few weeks we have received interest from a young Asian lady and also a working mother, because of this we will be scheduling our next meeting in June 2012 for early evening to enable them to attend.

Steps Taken to Engage Patients in PPG

We have displayed posters in our reception area with details of our PPG Meetings. We also have PPG registration slips in our reception area and the Clinicians hand them to visiting patients. Posters have been displayed within local businesses.

Letters inviting patients to attend have been sent to over 50 homes encompassing a wide range of age groups and ethnic minorities, list available on request.

Newsletters which also advertise our Patient Participation Group have been sent to all of the registered households on our practice.

Practice Survey

Our Practice survey is issued by our clinicians and is also available at reception and on our web site for patients to complete. The results of these surveys are collated and discussed at our in-house meetings. Any issues raised are addressed and changes made accordingly. We have changed the time patients are able to contact surgery following a review of the practice survey.

Action Plan

A plan will be generated at each PPG meeting which will include the basic key elements of existing, new and any updates on on-going issues. Any points arising from the practice survey or our on-line suggestion box will also be reviewed.

Action Taken Following our PPG Meetings

Topic	Plan of action	Responsibility for implementation	Reasons for rejection	Completion date
Hang time on automated arrival screen	Contact system supplier and enquire about increasing hang time	Practice Manager		Dec 2011
Privacy zone in waiting room	Mark an area on the carpet of the waiting room floor for patients to stand back whilst others are being dealt with and display signs	Senior Receptionist		Dec 2011
Reception staff ethics	Reception staff will have regular refresher training on customer care by attending a course at Walsall Manor Training & Development Centre.	Practice Manager		Implementation started On-going
Promotion of new services	Our whiteboard in the waiting room will promote new services in the surgery.	Reception Staff		March 2012
Did not attend rates (DNA's)	All minor surgery patients will be contacted 24 hours prior to their appointments to confirm their attendance - The waiting room white board will list our monthly DNA (did not attend) figures. Reception staff and clinicians will check to see if patient has arrived in surgery before marking them as did not attend. There have been instances where they have not used the automated screen correctly and are sitting in the surgery but have not registered their arrival	Reception Staff & Practice Manager		On going
Pedestrian walk way in the car park giving safe passage for patients/visitors & wheelchairs etc	Contact the landlord, arrange planning & costing implications	Practice manager		Summer of 2012

Practice Opening Hours and Access

We are in the process of registering patients with Emis Access which will enable them to book and cancel appointments, change address details and also order medication on line. We also offer extended opening hours on Monday evening with our GP and Nurse and also on Tuesday morning.

Surgery Opening Times (Core Hours)

Monday	7.30am	to	6.30pm
Tuesday	7.30am	to	6.30pm
Wednesday	7.30am	to	6.30pm
Thursday	7.30am	to	6.30pm
Friday	7.30am	to	6.30pm

The above opening times are for the surgery premises. Our telephone lines are open daily from 8.00am until 6.30pm and our GP and nurse appointment consulting times are detailed in our practice booklet.

Surgery Opening Times (Extended Hours)

Monday	6.30pm	to	7.30pm (for GP and nurse)
Tuesday	7.30 am	to	8.00 am (nurse only)

We have extended hours appointments with our GP and also our Practice Nurse. The extended times are for pre-booked appointments only. Our telephone lines are not in operation during these times.