

Annual Patient Participation Report March 2014

1. Introduction and Background

In line with guidance from NHS England Chapelgreen Practice has continued to engage with its registered population in the direction and development of the practice. This work will continue through 2014 and beyond.

The practice is a two site practice providing services at High Green Health Centre and Burncross Surgery. The practices normal opening hours are between 8 am until 6pm. The practice participates in the NHS Extended Hours initiative which provides for 8 hours extra opening per week outside of our normal hours. These extra hours are available both before and after normal practice opening during the week, along with a monthly Saturday morning surgery.

Below summarises where we have reached as a practice, what we have done following views from our Patient Participation Group (PPG) as well as the general patient population and what we will be doing from here to embed this more into the practice and take the views of patients into account in practice decisions.

2. Virtual Patient Reference Group

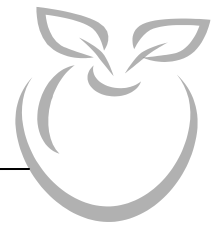
During 2013 the practice attempted to run a virtual group using email rather than meeting physically, this had limited success and so a decision was made to re-launch the Patient Participation Group using physical meetings with an open invitation to the registered population of the practice. Posters have been displayed in both surgeries as well as local community hot spots asking for people to express an interest in joining. It is hoped that we would get interest from different categories of patients and that we would follow this up with a targeted push to get membership from groups that weren't forthcoming in this initial poster campaign.

On an ongoing basis we continue to look for opportunities to publicise the group. Whilst the practice does not have a significant ethnic minority population we will investigate how we work with local agencies during 2014 to try and broaden the membership to include people from different ethnic backgrounds and to develop the membership across our different care group areas.

The practice has both a lead Doctor and a lead Manager for Patient Participation. These people have responsibility for bringing the views of the PPG into the practice decision making process.

3. Approach to the Patient Survey

We contacted members of the PPG and members of the general patient population asking them to complete a 15 question survey form gathering information in regard to their awareness and usage of our online patient facilities, their use of out of hours and emergency facilities, and their satisfaction with Chapelgreen Practice.



4. Results of the Patient Survey

For this survey the practice chose to collate, input and analyse the results internally. The results have all now been entered onto a practice database. In the main the results demonstrate that the practice is operating in a way that meets the current needs of its population. The results for the vast majority of the questions were either quite or very.

The results of our online access questions show that we need to raise awareness of these facilities and the benefits that they offer to patients, whilst recognising that some patients prefer the more traditional methods of contact with their practice.

The results of our Out of Hours and Emergency Services Questions showed that out of those questioned the majority used Out of Hours over Accident and Emergency but there was no clarity provided over their satisfaction with these services.

The results of the practice satisfaction questions showed the vast majority of patients are satisfied with the service we provide and that they would recommend us to a friend or family member.

5. Future actions that will be discussed with the PPG during 2014/15:

- Raising awareness of online patient facilities
- Developing information available within the practice and via the website
- Development of the PPG
- Further actions in discussion with the PPG will be agreed

Blake Foster
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