

BRAESIDE PATIENT PARTICIPATION GROUP : REPORT

1. Provide a description of the profile of the members of the PRG

The Core Patient Participation Group was first established in 2010. A Chairman was appointed and Terms of Reference were agreed and minuted. Some of the original members have since resigned their interest. A new Chairman and a new Secretary were appointed last year from within the core group. There are also four other regular members of the Core group. Meetings are held on a six weekly basis, more frequently if required, and the Chairman, Peter Allsop and Maggie Burcham, the Practice Manager meet on a similar timeframe to discuss any issues that the group may wish to engage in. Following a successful canvassing project at last year's flu clinic we were able to increase our Virtual group membership. An example of the demographic breakdown is included in the 2014 Survey report. Membership remains open for any interested patient of the surgery to join and enquiries can be emailed to the chairman, Mr Peter Allsop peterallsop0@gmail.com or maggie.burcham@nhs.net the Practice Manager via the Website or by calling into Reception.

2. Detail the steps taken by the contractor to ensure that the PRG is representative of its registered patients and where a category of patients is not represented, the steps the contractor took in an attempt to engage that category

Recruitment for members, also offering 'virtual' membership via:

- o leaflets available at and handed out at reception,
- o canvassing at last year's flu clinics by two volunteer members of the core group
- o verbal invite by doctors and practice manager
- o the practice newsletter "News from the Surgery" in the Locality Parish Magazine
- o a message on the repeat prescription slip
- o a personal letter of introduction by the new Chairman
- o the practice website www.braesidesurgery.nhs.uk

3. Provide details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey

The Core Group produced a set of questions they felt most relevant to draw reaction from patients/virtual group to comment on the services and facilities offered by Braeside Surgery. It was agreed that an on-line survey would be produced this year. This and the survey results were managed by one of the Core members and circulated to the Practice Manager and the Chairman to take forward as an on-going Agenda item in the form of a Practice Improvement Report.

4. Describe the manner in which the contractor sought to obtain the views of its registered Patients

The on-line survey was open to all patients, but primarily the Virtual group, reference to it was available on the website, leaflets at reception, the Parish newsletter, on the back of repeat prescriptions and via email to all members of the BPPG and Virtual group.

5. Detail the steps taken by the contractor to provide an opportunity for the PRG to discuss the contents of the action plan

The Practice Manager emailed a copy of the categorised 'Suggestions for Improvements' results see below to the Chairman for circulation to Core Group Members. This was in advance of the next scheduled meeting on the 6th May 2014 to discuss the outcomes and agree the order of priority. Copy of the complete Practice Survey Results attached to end of this report.

6. Provide details of the action plan setting out how the findings or proposals arising out of the local practice survey can be implemented and, if appropriate, reasons why any such findings or proposals should not be implemented

The Improvement Suggestions as agreed by the Chairman will be discussed at the meeting on 6th May. Should there be any action that for practical purposes cannot be easily implemented will be explored with the group to see if there is anything that could be done in lieu of any major structural or financial changes which the practice would find hard to achieve.

7. Provide a summary of the evidence, including any statistical evidence, relating to the findings or basis of proposals arising out of the local practice survey

What Improvements or changes would you like this practice to make?

54 patients' responses were received with 30 patients skipping this question. The responses were put into categories :

- A – Access and Communication = 15
- B – Customer Service = 6
- C – Building facilities/space = 3
- D – Privacy and Confidentiality = 10
- E – Car Park = 4
- F – Infection Control = 1
- G – No improvements required = 16

8. Confirm details of the action which the contractor i.intends to take as a consequence of discussions with the PPG in respect of the results, findings and proposals arising out of the local practice survey and ii. where it has participated in the DES for a year or any part therefore ending 31 March 2014 has taken on issues and priorities as set out in the Local Patient Participation Report.

- i. As above; priorities to be agreed and followed up as a regular agenda item
- ii. Since last year's survey we are now offering Appointments and Repeat Prescriptions on line, we have offered more emergency slots to improve on the day access, we have installed a large mirror in the front car park to assist patients with parking difficulties, we are raising funds to install a self-check- in at the front lobby to ease congestion at the front desk and preserve some confidentiality and with the help of the PPG have tidied up the noticeboards and front lobby area.

9. Detail the opening hours of the practice premises and the method of obtaining access to services throughout the core hours.

SURGERY OPENING HOURS

Tel: 01322 862110

MON	08:30 – 13:00	Closed	16:00 – 18:30	**18:30 – 20:00 GP & PN
TUES	08:30 – 13:00	Closed	16:00 – 18:30	Closed
WEDS	08:30 – 13:00	Closed	Closed	**18:30 – 20:00 GP & PN
THURS	08:30 – 13:00	Closed	16:00 – 18:30	Closed
FRI	08:30 – 13:00	Closed	14:00 – 18:30	Closed

**** Extended Hours Commuter Service – pre-bookable appointments:**

The DISPENSARY is open at the following times for collection of medicines, subject to a GP being on the premises:-

- Monday,** 08:30 – 13:00, 16:30 – 20:00
- Tuesday, Thursday and Friday:** 08:30 – 13:00, 16:30 – 18:30
- Wednesday:** 08:30 – 13:00, 18:30 – 20:00

SURGERY APPOINTMENTS

Tel: 01322 862110

The doctors see their patients by appointment. To make an appointment, please either telephone or call in person during Reception opening times or sign up to our Online Booking facility (Details on the website or available at Reception.) Patients needing an urgent appointment should telephone as early as possible and we will endeavour to fit them in. Sometimes the doctor may be running late. We will inform you on your arrival if this is the case, but please remember if one patient needs a long time, next time it could be you. You can also contact the reception staff by emailing

reception.farningham@nhs.net where someone will be able to call/email you back within 24 hours.

Messages received on a Friday will be responded to by the following Monday morning – please remember to provide all your contact details.

Further details available from the practice website www.braesidesurgery.nhs.uk

10. Clarify where the contractor has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients

There is a Doctor available for pre-booked appointments only on Monday evening from 6.30pm-8.00pm and a nurse until 7.00pm. There is a Doctor and a Practice Nurse available for pre-booked appointments on Wednesday evenings from 6.30pm – 8.00pm.

Name of Person completing this form: Mrs Maggie Burcham (Practice Manager)

Surgery Name: Drs Fraser, Davies-Wragg, Watts & Lindsay G82218

31st March 2014

Signature: _____



Braeside Surgery
PPG Survey 2014 WC



2014 Practice
Improvement Report.

