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BRAESIDE PATIENT PARTICIPATION GROUP

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

The group was first established in 2010. A chairman was appointed who still presides and Terms of Reference were agreed and minuted. Some of the original members have since resigned their interest and following a push on recruitment we now have 8 patient members and another 6 virtual patient members. Of the combined members we have 4 males and 10 females and the age group ranges from young mums, working parents to retired professionals. Membership remains open for any interested patient of the surgery to join and enquiries can be emailed to the chairman, Mary Richardson at richardsonmm@talktalk.net or maggie.burcham@nhs.net the Practice Manager.

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 was via:

- leaflets available at and handed out at reception,
- verbal invite by doctors and practice manager
- the practice newsletter "News from the Surgery" in the Locality Parish Magazine
- a message on the repeat prescription slip
- the practice website www.braesidesurgery.nhs.uk



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Copy of leaflet attached.

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 most common theme coming from the BPPG and Virtual BPPG suggestions were used with the understanding that other suggestions and ideas provided could be followed up and used at a later date as an ongoing project. A copy of the final draft of the survey was circulated for agreement by the groups.



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Copy of agreed survey attached.

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

Via email to all members of the BPPG and Virtual BPPG to ask for their suggestion on the type of questions they would like to see included in a Patient Survey.

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 all members a copy of the results of the survey and also a copy of the 'Suggestions for Improvements' results. This was in advance of a meeting at the surgery on Wednesday 28th March 2012 for all interested BPPG parties to discuss the outcomes and agree areas to prioritise. Copy of Practice Survey Results attached.



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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

Following the meeting, the members agreed that minutes from the meeting would be circulated and these would also record the areas that had been agreed to prioritise.

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

The 'Suggested Improvements' from the survey (copy attached) were categorised into areas:

Appointments, Confidentiality, Estate, Facilities, Information, Medication, Praise, Staff

It was agreed at the meeting to focus on the highest ranking areas of concern, these were:

- **Appointments** – to explore web based and/or alternative appointment booking
- **Car parking** – to explore where the problems are and whether strategically placed signage would help.



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8. Confirm details of the action which the contractor, or the PCT intend 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.

i. As above; priorities agreed.

ii. Date of next meeting agreed Tuesday 29th May 2012 to discuss findings and priorities.

9. Detail the opening hours of the practice premises and the method of obtaining access to services throughout the core hours – from Practice Booklet and Website:

SURGERY OPENING HOURS

Tel: 01322 862110

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

**** Commuter Service: pre-booked appointments only, this is not an emergency service.**

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 telephone or call in person during Reception opening times. 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. There is a Doctor and a Practice Nurse available for pre-booked appointments on Wednesday evenings from 6.30pm – 8.00pm.

