

**DARWEN HEALTHCARE  
PATIENT REFERENCE GROUP  
PATIENT PARTICIPATION REPORT 2013-2014**

The following report is a summary of the development and outcomes of the Patient Participation Group (PRG) in 2013-2014. The PRG was reconstituted in October 2013.

**1. Practice Population**

	0-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	Over 84	
Male	1198	562	825	850	935	779	559	300	155	
Female	1283	623	827	810	957	751	549	228	75	
Totals	2481	1185	1652	1660	1892	1530	1108	528	230	12266

**Profile of the PRG**

GP – Dr Chris Dalton

Customer Service Manager – Ann Neville

Nursing Team – Lyndsay Adamson, Katrina Margerison and Nikki Butterworth

Reception Team – Tracey Davey and Lorraine Winter

**Patient Representatives: (for confidentiality purposes only initials used)**

TJ, Female, 45-54, Carer

BA, Male, 55-64, Employed

DA, Female, 55-64, Carer

KL, Female, 25-34, Employed

RF, Male, 55-64, Employed

CJ, Female, 17-24 Full Time Education

PM, Female, 55-64, Employed

JH, Female, 35-44, Employed

SD, Female, 45-54, Volunteer

IT, Male, 65-74, Retired

At present the PRG is representative of the practice population and is trying to recruit some younger members and the over 70's to our group. The steps we are taking to engage with this group of our population includes: advertising on the notice boards and our Jayex Board. A PRG newsletter is currently being designed with a section designed for our younger population.

**2. Priorities for the survey and how they were agreed with the PRG**

The GPAQ questionnaire was forwarded by email to the PRG members who were asked to select or amend questions that they felt would be important to Darwen Healthcare patients. The Group made minor amendments to a couple of questions.

**Questions included:**

How good was the visit to the GP

Courteous and friendly reception staff

Telephone Access

How long do you have to wait to see a GP

Opening Times

Your overall experience of the GP Surgery

A suggestion/comments box was placed on our reception desk, posters displayed on our notice boards in waiting areas and a message displayed on our website for Darwen Healthcare patients to forward their comments/suggestions to the Customer Service Manager.

**3. Method and Results of patient survey**

A survey of patients at Darwen Healthcare was undertaken by handing out questionnaires to patients attending for consultations between the 2nd and the 13th of December 2013. The survey was intended to provide guidance to the practice and PPG as to the issues considered important to patients at Darwen Healthcare and to gauge overall levels of satisfaction with the service provided by Darwen Healthcare. The survey was designed with open and closed single and multipart questions. There were also sections for additional free form comments which are summarised during the report.

**4. How the survey findings were discussed and actions agreed with the PRG.**

The 2013/2014 results were emailed to the PRG members 13 January 2014 allowing them time to digest the survey and its findings, and bring comments to the PRG meeting 27 January 2014. The PRG agreed that in comparison against the previous year's survey there had been improvements in a number of areas.

**5. Action plan discussed and agreed with PRG and actions to be reviewed in 6 months time**

Our Patients said.....	We did/or are doing.....	The result should be .....	Review Date
They would like the opportunity to speak to the GP/Nurse by phone to cut the waiting time for a non urgent appointment	We are currently looking at the ways that we offer appointments i.e telephone triage, on line booking. We have booked a speaker to provide a training session for our doctors in April to look at a telephone triage system. We are changing our clinical system in April to improve efficiencies.	The practice is looking to set up telephone consultations and cut waiting times for non urgent appointments.	August 2014
Speed at answering the telephone , around 70% found it very easy/fairly easy to speak to a receptionist by phone	2 extra receptionists employed to be on duty at our peak times	Try to increase staff capacity Monday and Friday and between 08:00 and 09:00 am	August 2014
Appointment Waiting Times 57% of our patients advised that the estimated waiting time to see their own GP was 5 days , however most of our patients who require an "on the day" /priority appointment are generally seen within 24 hours	We hope to introduce more pre bookable appointments, have employed an extra GP, and will be adjusting GP list sizes.  Utilising the skills of the practice Nurse Practitioner by operating two on the day minor illness clinic held on Monday and Friday afternoons	Patients should find it easier to book an appointment in advance with their usual GP and extra appointments offered by Nurse Practitioner should help.	August 2014
Extended Hours not advertised	Advertised extended hours in our new practice leaflet, jayex board and website.	Patients should now aware of GP/Nurse appointments from 6:00-8:00pm on Mondays	

**6. Local Patient Participation Report published on Darwen Healthcare Website**

[www.darwenhealthcare.co.uk](http://www.darwenhealthcare.co.uk)