

Dalefield Surgery

PPG Report April 2012

Patients have been invited to join the Patient Participation Group in a number of ways:

- Patient Newsletter June 2011
November 2011
March 2012
- On Repeat Prescription Patient Survey November & March
- Notice Board in Waiting Room
- Advert in Heaton Magazine
- New Website www.dalefieldsurgery.nhs.uk
- Letters sent to random selection of patients across all disease registers

Patients who expressed an interest were invited to attend the first meeting on 1st December 2011 (agenda & minutes can be seen on the website).

The patients attending the meeting were a cross section of our patient population. As discussed at the meeting it was felt that in order to attract categories of patients not represented we would change the days and times of the meetings in order to attract a more diverse representation. In early evening for working patients and afternoon for elderly population who would not wish to come out after dark.

The Terms of Reference for the Group were discussed and agreed by patients present at the meeting in December, these can be viewed on the website.

At this meeting in December hard copy evidence of how Dalefield Surgery compared to other practices in the area from the previous Patient Survey. This was downloaded from NHS Choices.

Patients at the meeting were given copies of the Patient Leaflet & Repeat Prescribing Leaflet which are given out with new patient registration forms. Details of our opening times and methods of access are available in this leaflet, on our website, and highlighted in our waiting room. We have advertised extensively on our change of late night opening hours. This was due to patient involvement and looking historically at appointment/patient demand and responding to it.

A Patient Survey was undertaken in the practice in February of this year, the results of which can be viewed on the Practice Website.

The results have been sent out in hard copy for members of the PPG to comment on. This has been done as our meeting on the 21st March 2012 needed to be re-scheduled due to a Pathway event held by NHS Bolton which conflicted. The meeting has been rescheduled for the 30th May 2012.

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Areas for discussion at the next PPG meeting are:

- Advertising the service of telephone consultation/triage 70% of our patients have not tried or are not aware of this service
- Waiting times in surgery. Although 55% of our patients felt that the wait was acceptable, we will discuss ways on how to improve this service at the next meeting
- Getting through on the telephone to book an appointment – we will update on the new telephone system

All of the above actions are set out in the Patient Participation Action Plan.

A small number of patients have yet to reply to the requests sent out. The Action Plan will be extended accordingly.