

**FAIRFIELD SURGERY**

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**PATIENT PARTICIPATION GROUP REPORT**

**Published March 2013**

## **INTRODUCTION**

Fairfield Surgery introduced a Patient Participation Group in 2011. The purpose of this group is to ensure that our patients are involved in decisions and the range and quality of services provided by us as a practice. This includes patients being involved in decisions that lead to changes in our services and to promote proactive engagement of our patients through the group and to seek the view of our practice patients through a local survey.

## **MEMBERSHIP, ENROLLMENT & MEMBERS PROFILE**

Any registered patient can be a member of our patient participation group but they must be a registered patient of the practice. To initially establish the group the practice advertised the intention to hold Patient Participation Groups on their Practice Newsletter and asked for volunteers. The practice being very close to the town centre has a varied patient profile and to encourage membership representative of our practice population the practice wrote to some patients in certain groups to invite them to become a member of this group thus enabling us to have a good representation of our practice profile of patients. This latter approach also ensured the Practice had a reasonably sized patient group which broadly represented our Practice patient profile, as the response for volunteers was slow.

We feel our member profile represents our practice profile well and our members range in age and sex. Our practice list size is approximately 2,700 patients and our patient participation group consists of 10 registered patients. Our youngest member of the group is 28 and our oldest member is 85. Several members of the group are registered at the practice with their families and children.

Patients interested in joining the group may pass their details to our Practice Manager and they may be approached to join our Patient Participation Group as the opportunity arises when current members resign or leave the Practice. It is felt that a Patient Participation Group of about 10 patients is optimal.

## **MEETINGS**

Meetings are held regularly in the Practice and Dr Brassill (senior partner) acts as the chair for the meetings. Patients in the group are also given the opportunity before and after each meeting to have a chat and discuss any issues they may wish prior to Dr Brassill joining them. The group are encouraged by Dr Brassill to focus on areas they feel we can improve realistically.

With the above in mind it was left to the Patient Group to consider the questions that they would like to put in the questionnaire that was made available to our patient population.

The outcome of the analysis of the completed 2012 survey questionnaire, was that our patients would like more information on the day to day running of the Practice, ordering repeat prescriptions, booking appointments, getting results and their options if referred to secondary care. Advice on simple ailments and where to access information on welfare benefits was deemed worthwhile also.

A new Practice Leaflet has been designed and is now at the printing stage. There has been an unexpected delay due to a problem with the former printers.

A further survey in 2012/13 was performed using the Patient Participation Group designed questionnaire and once again the feedback from patients about the practice performance was very positive. (48 completed questionnaires were returned which is 1.8% of our practice population.)

The results of the survey were discussed with the Patient Participation Group and the group expressed the opinion that the survey reflected their own satisfaction with the performance of the Practice.

The need to develop the Practice website to be more informative, with the ability to allow patients to order repeat prescriptions and ultimately book appointment on-line, will be the main focus of the Patient Participation Group over the next 6 – 12 months.

The group has expressed concern that the ability to book appointments on-line could have a detrimental effect on the efficiency of the running of the Practice. Dr Brassill advised the group that there would need to be a daily restriction on the number of on-line appointments available which therefore should not negatively impact on the Surgery efficiency but that it is the expectation of the Department of Health that all practices will offer this option by 2014/15.

## **ACTION PLAN**

The Patient Participation Group will look at the websites of four different Warrington Practices and they will hopefully identify features that they believe are particularly good and should be included in our own Practice website.

A further questionnaire will be designed by the Patient Participation Group looking for feedback from our patients. On completion of this survey we should be able to establish what our Patients priorities are and consequently these can be considered for inclusion on the new Practice website.

When this survey has been completed and analysed by the Patient Participation Group, it is hoped that the new website will be designed to include the features deemed most important by the GPs, Patient Participation Group and our patients.

It is hoped that our new website will be completed and functional by March 31st 2014.

### **OPENING HOURS**

Our opening hours are 8am – 6.30pm Monday to Friday. Patients can contact the surgery at all times during these hours by phone or in person.

### **EXTENDED HOURS**

Dr Brassill has an extended hours surgery on a Tuesday evening 6.30 – 8.00pm two weeks out of every three and Dr Saeid offers an extended surgery every third Wednesday 6.30 – 8.00am.