**Patient Participation Group**

Rockleigh Court Surgery started the Patient Participation Group in 2011 and we meet on a bi-monthly basis along with Dr Ainsworth and the Practice Manager. The group is made up of patient volunteers, with elected officials, who meet regularly to help better understand the needs of patients and improve the services our surgery offers. To facilitate this, we include both members of the practice team and doctors, but we are able to decide our own agenda and are led by a patient chairperson.

Our chairman also attends the Brentwood Locality Clinical Commissioning Patient & Public Involvement Group –this group has members from Social Care, Crossroads, Mind as well as representatives from other PPG’s. He is also a member of the BBCCG Patient Experience Group which meets at Phoenix House in Basildon. A representative also attends the South West Essex Patient Experience Group currently meeting at Sawyers Church.

The group also helps to develop and review the annual Patient Survey. The results of the survey together with an action plan are below. You will also see the profile of our group as set out below. We are always looking for new members and it would be especially advantageous to recruit new members into areas that we do not currently have any representation. If you would be interested in joining either the main group or the virtual group then please contact Jackie Channa, Practice Manager, on 01277 223844 or email [patietngroup.mailboxf81102@nhs.net](mailto:patietngroup.mailboxf81102@nhs.net), leaving your name and contact details.

* The practice currently has 6129 patients on its list.

Representation of the PPG in regard to patient population

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **AGE** | **Total List** | **PRG %** | **Face to Face** | **Virtual** |
| % 16 – 24 years old | 496 | 0 | 0 | 0 |
| % 25 – 34 years old | 692 | 0 | 0 | 0 |
| % 35 – 44 years old | 914 | 0.33 | 1 | 2 |
| % 45 – 54 years old | 953 | 0.52 | 2 | 3 |
| % 55 – 64 years old | 615 | 0.98 | 4 | 2 |
| % 65 and over | 1311 | 2.23 | 7 | 23 |
| **GENDER** | **Total List** | **PRG %** | **Face to Face** | **Virtual** |
| % Females | 3122 | 0.86 | 10 | 17 |
| % Males | 3002 | 0.53 | 4 | 12 |
| **ETHNICITY\* not always recorded** | **Total List** | **PRG %** | **Face to Face** | **Virtual** |
| **White** | | | | |
| % British group | 2239 | 1.74 | 12 | 27 |
| % any other White background | 28 | 3.57 |  | 1 |
| **Mixed** | | | | |
| % White & Black Caribbean | 12 | 0 |  |  |
| % White & Black African | 10 | 0 |  |  |
| % White & Asian | 16 | 0 |  |  |
| % any other Mixed background | 29 | 0 |  |  |
| **Asian or Asian British** | | | | |
| % Indian | 30 | 10 | 2 | 1 |
| % Pakistani | 7 |  |  |  |
| % Bangladeshi | 0 | 0 |  |  |
| % any other Asian background | 44 | 0 |  |  |
| **Black or Black British** | | | | |
| % Caribbean | 7 | 0 |  |  |
| % African | 11 | 0 |  |  |
| % any other Black  background | 4 | 0 |  |  |
| **Chinese or other Ethnic Group** | | | | |
| % Chinese | 21 | 0 |  |  |
| % any other |  |  |  |  |
|  |  |  |  |  |
| **OTHERS GROUPS** | Total list | PRG% | Face to Face | Virtual |
| Care & Residential | 58 |  |  |  |
| Carers | 30 | 3.33 | 2 |  |
| Learning Disabilities | 18 | 0 | 0 |  |
| Long Term Conditions | 455 | 2.86 | 6 | 7 |

To recruit the original group we sent out letters asking patients if they would like to join either our Patient Participation Group or our Virtual Patient Reference Group, this was combined with face to face invitations, posters displayed in the waiting room as well as in our quarterly newsletter. We currently have 14 patients in our main group with a further 29 in our virtual group. We now also encourage new membership through our website [www.rockleighcourtsurgery.co.uk](http://www.rockleighcourtsurgery.co.uk) and a large PPG notice board in the waiting room.

It has been a challenge to get representation across all categories of patient population but the surgery is committed to encourage all patients.

Patient Questionnaire 2013/14

Recently the practice has undertaken a Patient Survey with the collaboration of the PPG. The practice sought the views of patients as well as the PPG to develop a pre-questionnaire survey to try and determine what our patients wanted the practice to address as their priorities for the coming year. The pre-survey was then discussed at the January 2014 PPG meeting and relevant questions were added to the main questionnaire.

It was agreed that the questionnaire could be a useful tool in which to further encourage patients to join the PPG and also to collate patients email and mobile phone numbers. The questionnaire was placed on the surgery’s website in February/March, as well as paper copies being given to patients in the surgery. We also emailed copies of the survey to all patients whose email addresses we currently hold.

All surveys were collated onto our website by our PPG so that OPG Ltd, who update our website could analyse the data.

The results of the Patient Survey were sent out to all members of the PPG and the practice then met face to face on the 18th March 2014 to discuss the results and suggest action points for the practice to incorporate into its Action Plan.

Patient survey:

The surgery received 158 replies from the survey. Between 85% - 95% of our patients were either very satisfied or satisfied. There were a few areas where a number of patients thought there could be some improvement with the local services and these have now been itemised and put into the action plan below.

**Action Plan:**

|  |  |  |
| --- | --- | --- |
| **Action Plan Implementation Date** | | |
| **More patients need to be made aware that they are able to book appointments and re-order repeat prescriptions on line via our website.** | **We already publicise on line and have posters in the waiting room. We have again added a piece to each repeat prescription informing patients how to implement this service** | **Immediate** |
| **To better inform our patients when the surgery is closed that they are still able to access a GP without having to go to A&E** | **To publicise the 111 and Out of Hours services within the surgery and the wider locality. PPG members will actively source relevant notice boards in the area in which to place posters.**  **PPG chair will take the information back to the Patient Participation Group for Brentwood CCG** | **To feedback areas at the next surgery meeting. – May 2014**  **Chair to raise issues at the next PPG CCG meeting on the 29th March 2014** |
| **BCH Blood Tests: More appointments early in the morning for fasting blood tests. To feed back to the commissioners survey results** | **To publicise other blood services in the next PPG newsletter and on our website.**  **Chair to raise issues at the next PPG CCG meeting on the 29th March 2014** | **Summer Newsletter (April 2014)**  **March 2014** |
| **BCH – Physio Services- patients having to wait months before they are seen within the service.**  **To feed back to the commissioners the survey results.** | **Chair to raise issues at the next PPG CCG meeting on the 29th March 2014** | **March 2014** |

24.5% (37 patients) had used the online appointment booking service and 21.33% (32 patients) had used the online prescription ordering service.. Only one patient said that the service was unsatisfactory. There were no further actions required other than those already detailed in the action plan above.

The surgery has distributed the report along with the action plan to:

* + the practice website
  + PPG members
  + hard copy sent to care/residential homes
  + hard copies are available in the waiting room
  + copy retained for CQC inspection

Update on Patient Participation DES 2012/13 - Survey results

In 2012/3 the patient survey identified three areas for improvement. Patients were asked-

* Are there any medical conditions that we do not currently cover in the waiting room that you would like us to display? Please state below.

The PPG along with other relevant staff members sourced other relevant medical conditions leaflets. These are now available from the waiting room

* When the surgery is closed, rather than going to A&E (with an average waiting time of 3hrs 23m) did you know that you can contact the Out of Hours GP service by telephoning our number (which has an average waiting time of 60 seconds)?

There is now a permanent feature in the quarterly PPG newsletter. It is also on the surgery website and posters have been put up in the waiting room. Once again there seems to be a significant number of patients still unaware that an Out of Hours service runs when the surgery is closed. This has been rolled over into this year’s action plan.

* Are you aware that the surgery has a Patient Reference Group? If not, and you would like more information, please fill out the slip at the end of the questionnaire.

A member of our PPG has been very active in making the PPG notice board more prominent and keeping it up to date with relevant information.

Please see our website, [www.rockleighcourtsurgery.co.uk](http://www.rockleighcourtsurgery.co.uk), for full survey results for 2013/14

**Rockleigh Court Surgery opening times**

Monday to Friday 8.00am – 6.30 pm – GP and Practice Nurse appointments available during morning afternoon and evening clinics

Saturday 8.30 am – 11.30 pm (under an extended hours agreement) – pre-bookable appointments only are available for a GP.

* In person
* By telephone – 01277 223844
* Via the practice website for on line booking of appointments – [www.rockleighcourtsurgery.co.uk](http://www.rockleighcourtsurgery.co.uk)

Repeat prescriptions may be requested in the following ways – please allow two working days before collection:

* In person
* Via the practice website for on line booking of appointments – [www.rockleighcourtsurgery.co.uk](http://www.rockleighcourtsurgery.co.uk)
* By fax – 01277 230136
* By post

When the surgery is closed

To obtain non-urgent medical care or advice please call NHS South Essex on 111 and your call will be automatically re-routed to the Emergency Doctor Service. The call is free from landlines and mobile phones.