**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. 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, leaving your name and contact details.

* The practice currently has 5982 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 | 484 | 0 | 0 | 0 |
| % 25 – 34 years old | 648 | 0.15 | 0 | 1 |
| % 35 – 44 years ol | 885 | 0.34 | 1 | 2 |
| % 45 – 54 years old | 931 | 0.43 | 0 | 5 |
| % 55 – 64 years old | 585 | 1.54 | 3 | 7 |
| % 65 and over | 1305 | 1.84 | 5 | 19 |
| **GENDER** | **Total List** | **PRG %** | **Face to Face** | **Virtual** |
| % Females | 3058 | 0.82 | 6 | 19 |
| % Males | 2924 | 0.55 | 3 | 15 |
| **ETHNICITY\* not always recorded** | **Total List** | **PRG %** | **Face to Face** | **Virtual** |
| **White** |
| % British group | 2103 | 1.85 |  9 | 32 |
| % any other White background | 23 | 4.34 |  | 1 |
| **Mixed** |
| % White & Black Caribbean | 7 | 0 |  |  |
| % White & Black African | 11 | 0 |  |  |
| % White & Asian | 15 | 0 |  |  |
| % any other Mixed background | 24 | 0 |  |  |
| **Asian or Asian British** |
| % Indian | 15 | 6.67 |  | 1 |
| % Pakistani | 0 |  |  |  |
| % Bangladeshi | 8 | 0 |  |  |
| % any other Asian background | 33 | 0 |  |  |
| **Black or Black British** |
| % Caribbean | 3 | 0 |  |  |
| % African | 9 | 0 |  |  |
| % any other Blackbackground | 3 | 0 |  |  |
| **Chinese or other Ethnic Group** |
| % Chinese | 20 | 0 |  |  |
| % any other |  |  |  |  |
|  |  |  |  |  |
| **OTHERS GROUPS** | Total list | PRG% | Face to Face | Virtual |
| Care & Residential | 56 |  |  |  |
| Carers | 30 | 3.33% | 1 |  |
| Learning Disabilities | 18 | 5.56% | 1 |  |
| Long Term Conditions | 443 | 2.71% | 5 | 7 |

 b. 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 had a good response and currently have 9 patients in our main group with a further 32 in our virtual group. We now also encourage new membership through our website [www.rockleighcourtsurgery.co.uk](http://www.rockleighcourtsurgery.co.uk)

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

1. 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.
2. The pre-survey was then discussed at the November 2012 PPG meeting and relevant questions were added to the survey. 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 then placed on the surgery’s website as well as paper copies being given to patients in the surgery. We also emailed copies of the survey to all patients whose emails we currently held.

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

1. The PPG were emailed the analysis for the survey and when the surgery met with the PPG on 19th February 2013 we discussed the findings of the survey and an Action Plan was drawn up with the full agreement of the PPG.
2. Patient survey:

The surgery received 148 replies from our recent patient survey. Between 85% - 95% of our patients were either very satisfied or satisfied, leaving a very small percentage being dissatisfied. There were a few areas where a number of patients thought we could improve and these have now been itemised and put into the action plan below.

The results of the Patient Survey were sent out to all members of the PPG and the practice then met face to face with the PPG to consider the Survey results and suggest action points for the practice to incorporate into its Action Plan

**Action Plan:**

|  |  |  |
| --- | --- | --- |
| **Action** | **Plan** | **Implementation Date** |
| **To update the surgery leaflets:** | **PPG along with relevant staff members to source other relevant medical conditions leaflets** | **To start sourcing immediately and have in place by May 2013** |
| **Inform patients of how to contact a doctor when the surgery is closed:** | **To have a permanent feature in the Patient Group newsletter.****To display posters in the surgery waiting areas.** **To be included on the surgery website** |  **To be included in the Newsletter for Spring 2013 and thereafter** **Posters – Immediately** **Website update – end of March 2013** |
| **To make more patients aware that we have a Patient Group and that all patients are entitled to become a member, either via the Patient Reference Group or the virtual group** | **To continue advertising in the quarterly newsletter.****To change the PPG board, currently in the waiting room, so that it is visually more prominent.** **To continue mailshots to patients on an opportunistic basis.** |  **On going****Action by practice April 2013****On going** |

1. There were no further actions required other than those already detailed in the action plan above.
2. 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
3. Update on Patient Participation DES 2011/12 - Survey results

 In 2011/12 the patient survey identified two areas for improvement. Patients were asked-

* Would you be interested in being able to book appointments and order repeat prescriptions online? An overwhelming majority of 68% replied yes to this question.

On 29th October 2012 the surgery went live via systmonline, and since that time approximately 50 patients have registered for this service. We have publicised the service via our website, practice booklet, posters in the waiting room and had a text box added to all prescriptions indicating how patients can obtain their username and password.

* Are you aware that the surgery has a Patient Participation Group? 43% replied ‘no’ to this question.

The issue was discussed at the PPG meeting held on 31st January 2012. It was agreed that the PPG needed its own notice board in the waiting room and to be published on the practice website as well as the practice booklet. A large notice board was placed in a prominent position in the waiting room in February 2012. The practice website and booklet were updated in October 2012.

1. Please see our website, [www.rockleighcourtsurgery.co.uk](http://www.rockleighcourtsurgery.co.uk), for full survey results for 2012/13

**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

As from the 19th March 2013 a new service is in place 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.