

ACORN PRACTICE PATIENT PARTICIPATION GROUP

ANNUAL REPORT TO 31ST MARCH 2013

During the NHS financial year to 31st March 2012 Acorn Practice established a Patient Participation Group jointly with Walnut Tree Practice and known as May Lane Surgery PPG, and carried out its first May Lane Surgery PPG Survey of patients views. The PPG group has continued to grow its membership over the past year from interested patients joining the group and we have established a 'virtual' PPG as well contacted by email.

Both practices share the same surgery premises at May Lane and would have some common issues, although it is also appreciated that patients views and priorities may differ between each practice, and so a separate patient survey was again undertaken for each practice to ensure the survey reflected differing patients views on the service provided by each practice.

Structure of the PPG

The aim was to develop a proper structure that both reflected and gained the views of its registered patients and enabled the practice to obtain feedback from a representative cross-section of the practice as far as possible. The following was taken into consideration:-

- Profile of people by age, sex and ethnicity.
- Practice attempt to make PPG as representative as possible.
- Consideration for a face-to-face group and/or a virtual group

Agree Areas of Priority with PPG

The PPG Group has continued to grow over the past 12 months and has become an established mechanism for the practice to be more aware of patients views about health services locally. The PPG Group has recently carried out a second annual survey using a number of the same questions from Year one – to identify if our action plans last year have had any effect on the service levels.

Last years Agreed Action points were:-

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| 1. Q2 - Practice to undertake a review of the telephone system to identify if a new system with technological changes can improve answering the phones during the first busy hour of the day, and to give patients an idea of where their call is in the queue.. |
| 2. Q7 – Acorn practice partners to consider increasing appt times from 10 minute appts to 15 minute appts to allow more time with each patient and to reduce waiting times. GP Partners practice policy is to allow sufficient time with each patient that their clinical condition requires irrespective of the allocated appointment time. |
| 3. Q3 – Practice to discuss means of improving access for GP appointments within 48 hours by reviewing consulting sessions. |

A new telephone system has been installed on 16/2/13 – and we are hoping this will improve the response times for patients especially during the busy period of 8.30-9.00am.

Appointment times have been extended in some clinics from 10 minutes to 15 minutes and there has been a significant improvement in satisfaction levels from 37% to 58% in the latest survey.