



## **Patient Participation Report 2013/14.**

### **A description of the profile of the members of the Patient Group.**

We have 28 PPG members made up of 17 females all aged 20 to 81yrs and 11males, aged 38 to 84 yrs. 20 members are white British with 3 white & black Asian members & 5 'others'.

We have two distinct groups within the PPG, those that meet up face to face and those who prefer to be involved 'virtually' and communicate with us via email only. The PPG meeting group is represented by 10 members whilst the 'virtual group consists of a further 18 members.

### **Steps taken by the practice to ensure the PPG is representative of its registered patients.**

We provide all newly registered patients with literature about the PPG at the time of their registration, we also provide a personal invitation for all newly registered patients to join the Group when the register with the practice. Invitations are also freely available at reception and advertised on the PPG noticeboard in the waiting rooms.

During the summer, we held a photographic competition managed by the PPG and Surgery with some great prizes up for grabs for the Winners and press coverage in the Derby Evening Telegraph. The event was arranged to encourage further promotion of the PPG and to encourage new members to join.

This year, the PPG joined us at our Saturday Flu Drop In clinics and chatted to patients about the Surgery and the PPG and this has also encouraged some new members to join the Group.

The PPG publish a quarterly Newsletter providing a range of interesting topics and snippets of information and these are available to all patients who visit Wilson Street Surgery, Taddington Road Surgery or Boots surgery. There is an electronic copy posted onto our website.

### **A review of the 2012/13 patient survey actions & achievements**

From the survey carried out in 2012, together with the PPG, the areas chosen to work on were:-

- Reception Issues
- Health Promotion

#### **Reception Issues**

<b>Priority For Action</b>	<b>Actions Taken</b>
Waiting Times	The Receptionist informs patients if the GP is running late. The Electronic Communications board may well be installed in the future but is expensive to purchase.
Telephone Access	A new telephone system was installed. Receptionists have been fully trained in the new system. Patients should have seen an improvement in our call handling.
Prescription Queries	As part of the new telephone system, we have been able to ensure that calls to Prescriptions can be answered between 10.30am & 4pm each weekday. This system appears to be working much better.
Privacy (Wilson Street)	We have had a new reception desk installed which is much more welcoming for patients

#### **Healthcare Promotion**

<b>Priority For Action</b>	<b>Actions Taken</b>
Notice Boards	Our noticeboards have all been replaced and present our corporate colouring & business logo.
Healthcare promotion.	There is a Focus topic every month on one of the boards which then rolls onto another board along with 3 other topics. They will all rotate with old ones dropping off & new ones replacing them. We think this displays a more professional corporate approach. All info is laminated and includes the Wilson St logo.

#### **Priority issues included in the last practice survey.**

The most recent patient survey was undertaken in August 2013. The questions were prepared by the PPG in conjunction with the practice.

The survey was available to complete electronically and accessed through our website and patients who visited the practice were handed paper copies to complete.

900 copies of the survey were made available with 527 being completed and returned (59% response rate).

The full results were published on the website including the patients' verbatim comments. The website address is [www.wilsonstreetsurgery.co.uk](http://www.wilsonstreetsurgery.co.uk) and the results can be found by opening the tab "Patient Surveys". The PPG also displayed the results on the noticeboards in our waiting rooms at Wilson Street and Taddington Road.

Common themes that were highlighted by patients were:-

- Car Parking
- Social Networking
- Lateness
- Additional services (bloods)

#### **Details of opportunities available for the PPG to discuss the survey findings.**

A meeting took place on Wednesday 25 September 2013 to discuss the patient survey results and verbatim comments with PPG members. Members were provided with this information in advance of the meeting to enable time to consider the details.

Virtual PPG members were provided with electronic copies and asked to put their views forward in advance of the meeting to enable their voice to be heard.

The Minutes of the meeting from 25/9/13 can be found on the practice website under the PPG tab.

#### **Details of the action plan and how proposals have been implemented and reasons for non implementation of any proposals.**

At the meeting on 25/9/13, the PPG and staff representatives discussed an action plan to implement necessary changes.

The PPG chose to work with the **You Said..... We Did** model.

## **Car Parking**

<b>You Said</b>	<b>We Did</b>
There is a need for more car parking spaces at Wilson Street.	We looked for alternative staff car parking – but the cost incurred was too great. Staff and Doctors use yellow parking bays and double park to ensure more spaces are available for our patients. We have reminded patients that they should remove their car from the car park once their appointment is over. We have asked patients not to leave their car in the car park whilst they go into the city centre. We have asked patients to park courteously and within the designated bays.

## **Social Networking**

<b>You Said</b>	<b>We Did</b>
If we introduce social networking, you would find this useful.	The surgery has set up a Facebook page. Whilst patients cannot add information themselves or comment, we have populated the site with useful surgery information to inform our patients.

## **Additional Services**

<b>You Said</b>	<b>We Did</b>
You would like bloods to be taken at the surgery.	The surgery is unable to offer this service but along with the PPG, are actively promoting the use of Phlebotomy Clinics in the City.

## **Missed Appointments**

<b>You Said</b>	<b>We Did</b>
A text to remind you of appointments would be useful.	The surgery can offer this service as long as they have the patient's permission to do so and have up to date contact details. Forms are available at the surgery for patients to update their contact details including

	mobile phone number and e-mail address. We have also reminded patients to cancel any unwanted appointments by telephoning the surgery or using the surgery website.
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In addition to the 4 key areas mentioned above, the PPG also thought it would be useful to promote the Patient Group to encourage an awareness of its responsibilities as well as encouraging new members. This led to an additional key area being included.

### **PPG**

<b>You Said</b>	<b>We Did</b>
Some patients are unaware of the Patient Participation Group	The Surgery and the PPG will promote the group through notice boards, newsletters and the surgery website. PPG members will attend the Drop In Flu Clinics to chat to patients. The aims & objectives of the group are made available on the PPG notice board. Patients can join the group by filling in a form at Reception or using the online form on the practice website.

### **A description of the opening hours of the practice premises and the method of obtaining access to services through the core hours.**

#### **WILSON STREET SURGERY**

##### **Opening Hours**

<b>Monday</b>	07:00	18:30
<b>Tuesday</b>	07:00	18:30
<b>Wednesday</b>	07:00	18:30
<b>Thursday</b>	07:00	18:30
<b>Friday</b>	07:00	18:30
<b>Saturday</b>	Closed	Closed
<b>Sunday</b>	Closed	Closed

##### **Consulting Hours**

	<b>Mornings</b>	<b>Afternoons</b>
<b>Monday</b>	07:00 – 10:30	15:00 – 18:00
<b>Tuesday</b>	07:00 – 10:30	15:00 – 18:00
<b>Wednesday</b>	07:00 – 10:30	Emergencies Only

<b>Thursday</b>	07:00 – 10:30	15:00 – 18:00
<b>Friday</b>	07:00 – 10:30	15:00 – 18:00
<b>Saturday</b>	Closed	Closed
<b>Sunday</b>	Closed	Closed

#### **Extended Hours**

<b>Monday</b>	07:00 to 08:00
<b>Tuesday</b>	07:00 to 08:00
<b>Wednesday</b>	07:00 to 08:00
<b>Thursday</b>	07:00 to 08:00
<b>Friday</b>	07:00 to 08:00
<b>Saturday</b>	Closed
<b>Sunday</b>	Closed

### **TADDINGTON ROAD**

#### **Opening Hours**

<b>Monday</b>	08:30 – 12noon	14:00 – 18:00
<b>Tuesday</b>	08:30 – 12noon	Closed
<b>Wednesday</b>	08:30 – 12noon	Closed
<b>Thursday</b>	08:30 – 12noon	Closed
<b>Friday</b>	08:30 – 12noon	Closed
<b>Saturday</b>	Closed	Closed
<b>Sunday</b>	Closed	Closed

#### **Consulting Hours**

	<b>Mornings</b>	<b>Afternoons</b>
<b>Monday</b>	08:30 to 10:30	15:00 to 17:30
<b>Tuesday</b>	08:30 to 10:30	Closed
<b>Wednesday</b>	08:30 to 10:30	Closed
<b>Thursday</b>	08:30 to 10:30	Closed
<b>Friday</b>	08:30 to 10:30	Closed
<b>Saturday</b>	Closed	Closed
<b>Sunday</b>	Closed	Closed

### **BOOTS, WESTFIELD CENTRE**

#### **Consulting Hours**

	<b>Mornings</b>	<b>Afternoons</b>
<b>Monday</b>	11:00 to 13:00	Closed
<b>Tuesday</b>	11:00 to 13:00	Closed
<b>Wednesday</b>	11:00 to 13:00	Closed

<b>Thursday</b>	11:00 to 13:00	Closed
<b>Friday</b>	11:00 to 13:00	Closed
<b>Saturday</b>	Closed	Closed
<b>Sunday</b>	Closed	Closed

There will be a Receptionist available to assist patients with any queries, booking appointments, prescription requests and registrations for new patients - Monday to Friday 10.45am until 1.15pm.

### Doctors Rotas

Please note that Doctor's availability may vary from time to time.

		<b>MON</b>	<b>TUES</b>	<b>WED</b>	<b>THURS</b>	<b>FRI</b>
<b>DR LITTLE</b>	AM PM	T/RD W/ST	W/ST W/ST	W/ST	W/ST	W/ST W/ST
<b>DR FYALL</b>	AM PM	W/ST W/ST	W/ST	W/ST		T/RD W/ST
<b>DR DANIELLS</b>	AM PM	W/ST W/ST		W/ST	W/ST W/ST	T/RD W/ST
<b>DR FLETCHER</b>	AM PM	T/RD W/ST	W/ST		W/ST W/ST	
<b>DR NUTTALL</b>	AM PM	W/ST W/ST	W/ST W/ST	W/ST	T/RD	W/ST W/ST
<b>DR MUNIR</b>	AM PM	W/ST W/ST	W/ST W/ST	W/ST	T/RD	W/ST W/ST
<b>DR BURTON</b>	AM PM	W/ST	T/RD W/ST	W/ST	W/ST W/ST	

<b>DR RAJ</b>	AM PM	W/ST W/ST		T/RD	W/ST W/ST	W/ST W/ST
<b>DR BAYLEY</b>	AM PM		W/ST W/ST	T/RD	W/ST W/ST	
<b>DR KIRKCALDY</b>	AM PM	W/ST W/ST	T/RD W/ST	W/ST		W/ST W/ST

During our core hours (07:30am until 18:30 each weekday) patients can telephone the surgery or call in at Reception. Appointments can be made by either pre-booking up to 14 days in advance or telephoning on the day. For patients wishing to pre-book an appointment, this can be done through our SystmOnline electronic service, by telephone or by calling in at Reception.

This information is freely available in our practice brochure and on our website [www.wilsonstreetsurgery.co.uk](http://www.wilsonstreetsurgery.co.uk)

Please feel free to provide us with your feedback on how we are doing at any time. You can do this by contacting us through our website, our email address [wilsonstreetsurgery@nhs.net](mailto:wilsonstreetsurgery@nhs.net) or by letting Reception have your comments.