

Cross Deep Surgery Patient Participation Group

Survey Report & Action Plan

2012-13

What is the Cross Deep Surgery Patient Participation Group (PPG)?

The Cross Deep Surgery PPG is a small group of patients from the practice that was formed early last year with the aim of providing improved communication between the practice and its patients.

The group currently consists of one of the practice partners (Dr. Clare Hurle), the practice manager (Lacy Capp), the office manager (Stephanie Cheshire) and as many as 17 practice patients.

How was the group set up?

The practice placed application forms in the waiting area earlier this year to try to recruit patients who might be interested in representing the practice patients in this way. From this group we have gradually expanded it with patients who have voiced their interest to join as well as inviting patients to attend the meeting in person and by email.

We are very keen to broaden our membership to fully reflect the diversity of our practice population, so if you are aged under 40 and would be interested in joining, please do let us know.

Email: patientgroup.crossdeep@nhs.net.

(We hope that the group will meet up around 4 times per year for approximately one to two hours on a weekday evening, so it should not be an unduly arduous commitment)

What has the group done so far?

During the past year the group has met 3 times. We have discussed various practice issues. In our meeting in January we had a “brainstorming” session to try to establish areas the group felt were important we survey our patients on. The practice aimed to establish & produce a practice survey with the PPG and publish this for patients to complete. The survey would run from 1st February – 22nd February 2013.

The survey was designed and generated using Survey Monkey.co.uk. Ways in which the practice captures survey responses were online, via our website & manual copies in reception for patient who do not use the internet. The practice received 95 responses in a 3 weeks period.

After the survey had been completed the PPG met to discuss the results and produce an action plan.

See below Appendix A which is a summary of the Results in the form of a PowerPoint slide shown to the PPG during the meeting held of 7th March 2013.

Our PPG have agreed the below Action plan.

We would like to take this opportunity to thank the members of the PPG who have kindly given up their time to be involved in this way, and also to those of you who were kind enough to take the time to complete the survey questionnaire.

We are always keen to have your feedback and have a new “comments” box in the waiting area that we would be delighted to see used for this purpose.

We will hope to have our next PPG Meeting in May/June 2013 so if you are interest to come along, please email patientgroup.crossdeep@nhs.net.

Cross Deep Surgery

Action Plan 2012-13

Justification:	Action:	Time Scale:
PPG discussed the results of Question 7 & 8. Most felt as if the information provided by the practice is adequate but as there is no clear leaflet area in the practice we felt as if we could do more to ensure that patients are aware of information available to them.	The practice will advertise to patients that if they would like information on a particular condition, they can ask their GP, Nurse or reception to generate one. Also ensure that patients are aware that leaflets we source are from www.patient.co.uk which can be accessed at home.	By May 2013.
The PPG discussed the results of Question 9. Discussed and agreed that the practice could provide more information on local services.	A web page on our website will be designed to list local services and support agencies, inc information for patients groups such as carers, teenagers.	By June 2013
Comments about the dissatisfaction with the Patient Toilets.	Practice to look into improving these facilities for patients.	By July 2013
Q13 discussed. Although patients generally do not feel it is a problem however staff feel that the reception area is not fit for purpose in modern day general practice and a re-design is needed.	Potential re-design of reception area to improve staff & patient experience and improve patient confidentiality. Agreed as a temporary measure, practice to advise patients if they wish to speak to a receptionist confidentially, there is a room available for them to use.	By Dec 13

Summary & Other Comments:

The PPG feels that over the next 12 months we should concentrate on engaging new members to the group. All in all the 2012-13 survey was very successful and the PPG feels as if the practice is continuing to offer an excellent service to the local population of Twickenham.

Appendix A: PowerPoint Slides from PPG meeting – 7th March 2013



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