

# Cross Deep Surgery Patient Participation Group

## Survey Report & Action Plan

2013-2014

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### **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 in 2011 with the aim of providing improved communications between the practice and its patients.

The group currently consists of one of the practice partners (Dr. Clare Hurle), the practice manager (Lacy van der Sloot), 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: [ricccg.patientgroupcrossdeep@nhs.net](mailto:ricccg.patientgroupcrossdeep@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 October 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 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 365 responses from patients.

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

After discussions the group felt the theme of communication being an issue and ways in which to improve this were agreed. Other areas highlighted were the reception refurbishment and the need to advertise new services to patients (i.e. Online Booking etc).

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 2014 so if you are interest to come along, please email [patientgroup.crossdeep@nhs.net](mailto:patientgroup.crossdeep@nhs.net) for details.

## Cross Deep Surgery

### Action Plan for 2014-2015

<b>What you said:</b>	<b>What we plan to do:</b>	<b>By when:</b>
<p><b>Redesign of Newsletter</b> The newsletter did not reach the majority of patients and it is said that it needs to be released more frequently to ensure the information is relevant and up to date. We will include other areas which were highlighted in the survey including changes to the appointment systems, new services and general information. To be released every quarter (Spring (April) / Summer (July) / Autumn (October) / Winter (February)).</p>	<p>The practice will work together with a PPG Volunteer to redesign.</p> <p>The group will review before released.</p> <p>Newsletter will be published on the practice website and emailed to all patients who have email addresses recorded.</p>	<p>By May 2014.</p>
<p><b>Awareness of Online Services</b> The Majority of patients were unaware of the online services available to them. It was agreed that the practice needs to raise awareness of these services for existing patients who perhaps do not attend the practice very often.</p>	<p>This will include on the telephone message when patients ring the practice 'did you know you can book, change and cancel you appointments online – as well as order your repeat prescription – Please ask the receptionist on detail on how to register for this service'. This can also be a feature in the 'new look' newsletter. Practice raise awareness of these services to existing patients using various difference methods including the newsletter, Telephone Messages, Emails. Suggested that the practice should work on these and survey again next year to see if we have increased awareness</p>	<p>By June 2014</p>

<p><b>Enhance Reception Refurbishments</b></p> <p>It is essential that the patient know where to physically go when in the practice so improved signage is required internally. Patients feed back that although refurbishments were popular, some addition signposting was needed. Also agreed that the self-checking machine rarely works so this will be highlighted to the receptionists so it is working for patients to use.</p>	<p>Practice to Improve signage in the reception area and direct patients to self checking.</p>	<p>By June 14</p>
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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 2013-14 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.