

# Local Patient Participation Report 2012

## Pendeen Surgery

The practice has actively been endeavouring to set up a Practice Participation Group (PRG) since 2008, methodology used:

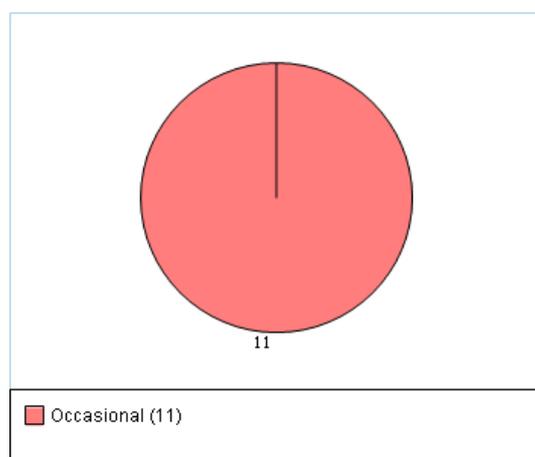
- Posters in the waiting areas requesting recruits
- Reception staff appraised of PPGs and encouraged to ask patients whether they were interested in joining
- Forms to hand out to patients inviting them to join either a practice PPG or a virtual PPG
- Information on the Website with a link for patients to sign up
- Specific patients have been approached with a view to joining

So far we have a very small virtual group despite all our lobbying and their demographic is as follows:

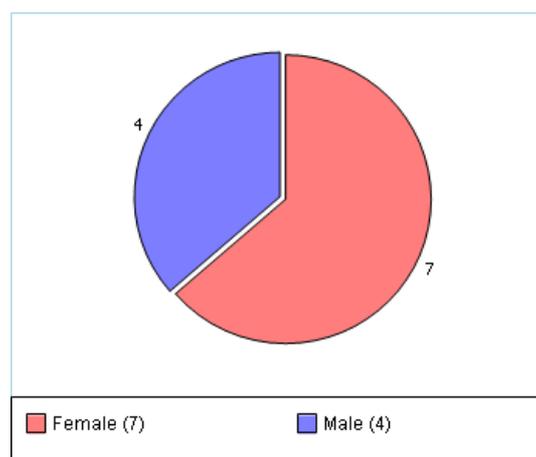
### Virtual Patient Participation Group

#### Patient Reference Group

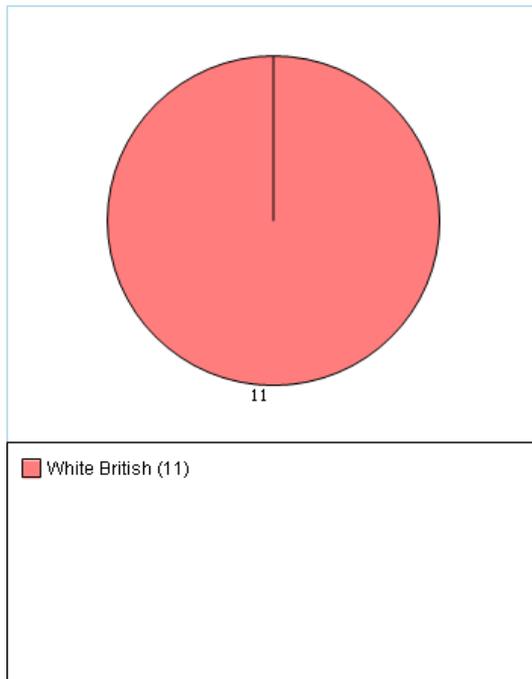
**Attendance**



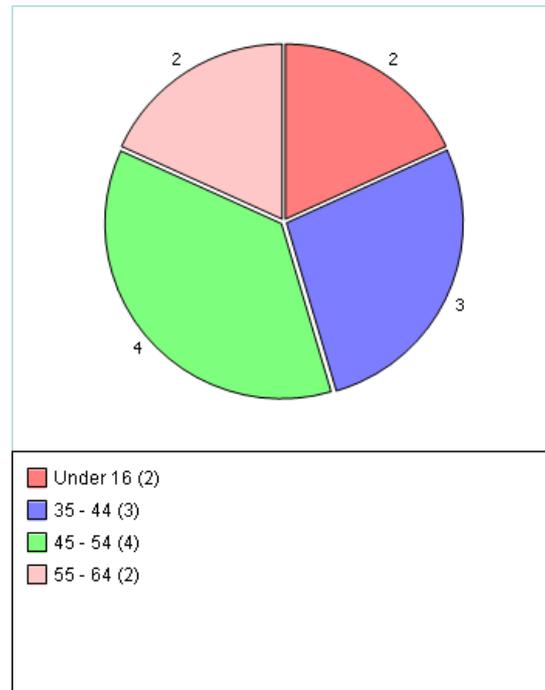
**Gender**



### **Ethnicity**



### **Age**



The practice will continue to lobby patients to get a more representative group and information will be put into our new practice booklet when it is published in the coming months. In addition, we will be bringing back our practice newsletter which will also aid recruitment.

The local practice survey was difficult to determine given the small response to our recruitment campaign. However, we took the initiative to reflect on our past surveys both in practice and previous national ones and compiled it based on this. Growing demand for appointments for both doctors and practice nurses signposted us in this direction. Our aim was to elicit how patients accessed requests to make appointments, whether they were happy with the service they received and also to take the opportunity of informing them of the many clinics run by our practice nurses.

The local survey was then compiled and made available on the website and also in the practice for those who wanted to participate.

The small PRG were satisfied with the questions and arrangements.

The practice received 107 replies to the survey, the results of which may be seen on the website [pendeensurgery@nhs.uk](mailto:pendeensurgery@nhs.uk) and also in the practice waiting room. The results have been e-mailed to the individual members of the virtual PRG for their comments.

The comments from the survey were gratifying and interesting with demonstrating a high level of satisfaction with the service:

1. Always helpful, friendly and efficient
2. Very satisfied with all aspects
3. I think this surgery is brilliant
4. It is good
5. Lloyds being next door is good
6. Appreciate all the care
7. Is always very clean and tidy. Staff are very helpful
8. Very helpful and approachable
9. Very caring surgery. All staff and doctors are polite
10. Happy with the surgery for all the family
11. All staff very caring and helpful
12. I haven't any complaints
13. It would be a good idea to have a notice on the wall making people aware of services DNs offer
14. Under ethnic group – ENGLISH
15. Nothing to add
16. Always very helpful and lovely with it
17. My doctor is very kind
18. Last time I visited I was rushed though by the doctor as they did not 'have time'. The appointment was running 20 minutes late which I did not mind, but I would have felt happier if I could have explained my symptoms properly
19. Would not go anywhere else. Always been looked after very well. Always recommend this surgery when people ask
20. I am pleased to have this surgery and its staff available to us
21. I haven't got any complaints about the services
22. Since moving here I and my wife have had excellent service/care
23. Work in Gloucester so late appointments very helpful
24. Some doctors are better at listening and understanding than others
25. Having been a patient under three of the current doctors in the surgery and feeling fairly fit I do sincerely appreciate all the care
26. Very helpful and approachable
27. Very useful to have a dispensary here to pick up prescriptions
28. Always very helpful and lovely with it
29. From the receptionists, practise manager, nurses and doctors to the adjoining pharmacy the practise is confident, efficient, caring and supportive. Myself and my son have experienced more than our fair share of elements and I have been supported at every stage by Dr. Rogers, Dr. Richardson and now the network of doctors available

30. The practice seems generally more efficient than others that I have experienced

## Services

The practice is open five days a week from 08.00 to 18.30 and may be accessed by telephone from 08.00 to 18.00. The majority of consultations are by appointment only and we offer access to doctors from 09.00 to 18.00, some days there are earlier slots available.

Patients who have urgent problems are always seen on the same day but will be asked if their appointment is an emergency.

The practice nurses offer appointments on a wide variety of specialties and are available from 08.30 to 18.00; patients are asked why they are coming to see the nurse so that they can be allocated the correct specialist nurse. See our website for more details.

## Action Plan

The result of our latest Survey demonstrated that there is a high level of patient satisfaction for patients who wish to book ahead; despite having over 700 patients signed up for online services only 7% of the sample patients wish currently to make appointments by this method.

The practice will be consulting with patients to find out what is also important to them so that we may put this into the next Survey.

The practice is currently conducting a two month Survey to ascertain how patients travel to the surgery as we have an increasingly elderly population who may be affected by this.

The practice would like to thank everyone, patients and staff, who have participated in this process.

Val Finney  
Practice Manager