

Local Patient Participation Report 2013

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:

Gender: *Male 5 Female 9*

Ethnicity *White British 14*

Age

<i>under 16</i>	<i>2</i>
<i>44.</i>	<i>3</i>
<i>54.</i>	<i>7</i>
<i>55-64</i>	<i>2</i>

Virtual Patient Participation Group

The practice is continuing to attract new patients into the group and information has been put into our new practice booklet since last year. In addition, we have brought back our practice newsletter which will also aid recruitment.

This coming year we are planning to update patients via the Ross Gazette and are hopeful this will attract patients to join the group, we are also planning to update our website with further information to aid recruitment as well as setting up a Facebook & Twitter account.

As last year the local practice survey was difficult to determine given the small response to our recruitment campaign in fact we only had 157 responses compared to 107 last year so it is growing, and it is hoped next year the responses will increase with the new publicity.

Demand for appointments is still high on our patient's agenda for both doctors and practice nurses. We looked at what options are open to patients to book appointments and the times available to them, and have appointed Dr Jenny Pash to help with demand, as well as our locum GP which allows further additional appointments on Thursdays.

We are continuing to monitor whether patients are happy with the service they received and also the opportunity of informing them of the many clinics run by our practice nurses.

The local survey has been compiled and will be made available on the website at the end of March and also in the practice for those who do not have internet access. The practice received 157 replies to the survey. 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, the following are comments taken from the survey:

- Very helpful, quick appointments if you are ill
- Very impressed with how the flu clinics were organised
- We are fortunate to have such a good service
- Very pleased with the service
- Well run practice, welcoming area, attractive rooms décor etc, excellent medical and admin staff, perhaps a little too devoted to the appointment system, often elderly (over 80's) have more than one medical problem on their minds and would welcome a chance to talk to a doctor about their general health and the way forward, a special afternoon clinic for this perhaps?

- Wonderful surgery
- When I hear what my geriatric friends have to say about their local surgery I realise how lucky I am.
- Very happy with all aspects of the practice, reception staff excellent, my wife and I always recommend Pendeen to our friends.
- The adjacent pharmacy is a bonus
- Seems to be quiet an efficient service, always friendly and helpful. Dr Rogers has looked after me very well.
- Street parking for the surgery is a nightmare, should be restricted to 1 hour max
- Would like access at weekends
- Very satisfied with all aspects of treatment offered.
- Everything is satisfactory
- Excellent practice
- Happy
- Happy with the care I receive
- Having moved from the other surgery I can say what a welcome difference you are.
- Keep up the good work

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 there 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 a large number of patients signed up for online services only a small percentage 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 would like to thank everyone, patients and staff, who have participated in this process.

Karen Manifold
Practice Manager