

GP Patient Group Profile

Practice

PORTCULLIS SURGERY

Name of Practice lead

DR CATHERINE BEANLAND

Name of Patient Group

PORTCULLIS PATIENT GROUP

Chairman including email and telephone number

ANNE BAIRD PRACTICE MANAGER 01584 872939
anne.baird2@nhs.net

Secretary including email and telephone number

AS ABOVE

Where there is no formal structure please insert the name of an agreed patient contact with email address and telephone number

Email address for all patient group updates and information sent for wider distribution if this is not the secretary

How long has your patient group been established?

OCTOBER 2011

How often does your group meet? (Please indicate here if this is a virtual group)

MONTHLY

How do you engage with other members of the community?

E.g. Via a newsletter, patient group members visit other community groups e.g. local Parent Teachers Association (PTA)

NOTICE BOARD IN THE PRACTICE
OTHER COMMUNITY GROUPS
PATIENT SURVEYS
HEALTH PROMOTIONS IN LOCAL SUPERMARKETS
VIRTUAL GROUP

Any projects which your patient group is particularly proud of?

AS WE ARE A NEW GROUP WE HAVE ACHIEVED A GREAT DEAL IN FOUR MONTHS THE PATIENT SURVEY IS NOW COMPLETE READY FOR SENDING OUT AND THEN COLLATING. WE ARE WORKING WITH THE HOSPITAL LEAGUE OF FRIENDS. WE HAVE GOT DATES IN THE TWO BIG SUPERMARKETS OUR HEALTH PROMOTION WE HAVE MADE CONTACT WITH COMPASSIONATE COMMUNITIES TO WORK WITH OTHER ORGANISATIONS TO PROVIDE SERVICES FOR THE FRAIL AND VULNERABLE.

What does your patient group look like?

How many people in the patient group approximately?

How many members of your group are:

Male

Female

Under 16

17-30

31 – 50

51 – 65

66+

The practice also has a virtual group for patients that have given their email addresses so that they can be contacted from time to time to ask questions or for them to complete surveys. It was thought this to be a good way to contact families with children that were unable to attend the monthly meetings. Currently we have 7 patients in our virtual group but found that 1 patient per week was joining.

Do any of your members have recent or current experience of the following either themselves or via a close family member or friend? *(Please tick all that apply)*

- Mobility difficulty
- Wheelchair user
- Learning disability
- Mental health issues
- Sensory impairment (eg. hearing & visual difficulty)
- Long term conditions (e.g. diabetes, rheumatoid arthritis, multiple sclerosis, COPD)
- Being a carer for a family member or friend

Are there opportunities either directly through your group members or via other community groups for conversation with people from the following groups? *(Please tick all that apply)*

- Older people (70+)
- Speaking English as a second language
- Currently a parent or carer of a child under 18
- Christian faith groups
- Other faith groups
- Gay, lesbian and bi-sexual

PORTCULLIS SURGERY PATIENT PARTICIPATION GROUP REPORT AND ACTION PLAN AGREED BY THE PATIENT GROUP

After discussions on Thursday the 22nd March 2012. The following action plan was agreed by the Portcullis Surgery Patient Participation group.

1. Receptionist on the Phone

How well can you get through on the telephone?

Zero patients said very good.

78% said good.

20% said ok

8% said fair

It was thought that we would like to look at how this can be improved so our aim for our next survey in 2012/2013 will be to aim for 75% of patients saying very good.

Discussions took place around our existing telephone systems and the incoming lines to the practice. It was thought that the existing telephone did have call attendant software that with development could direct the patients so that they are not constantly getting the engaged tone.

2. Are you aware that you can book and appointment on-line and order your prescriptions electronically?

72% of patients **did not know** they could book an appointment on-line and order prescriptions electronically.

24% of patient said yes they did know.

4% said N/A

The group decided that if more patients booked on line this would free up the overload on the telephone system. It was decided that we could deliver this message via the right hand side of the prescription, via the practice registration pack, notice board and also on the LED screen in the waiting room area. Inviting patients to complete a simple form to receive a password to enable them to access the surgery appointment system.

3. Are you aware we have an early morning and late evening surgery?

51% of patients **did not know** we had an early morning and late evening surgery.

42% said yes they knew

7% said N/A

The group thought that as we were delivering the message for appointments on line we could add this small message so giving the patients that are unable to get in core hours to have an appointment before or after they go to work.

4. Are you aware that we have a room should you want to discuss something in private and not at the reception desk?

54% of patients **did not know** we had a room should they want to discuss something in private and not at the reception desk?

40% of patient said yes they knew

6% said N/A

The group discussed the signage in the waiting room area from the comments and also from the above results. It was decided that the signage be re looked at and a lot of the posters removed

from the waiting area to make the signage good on the eye. The patient group will undertake this duty. There is a poster for advertising the room on the notice board but it is over powered by every thing else.

FURTHER COMMENTS FROM THE PATIENT REFERENCE GROUP

It is to be noted that there were comments from the patient survey relating to the cramped areas in the waiting area and also in the reception area. As we are moving to a new practice in 2014 it was decided by the group that there wasn't any point in spending money in these areas but just keeping them clean, tidy and free from clutter until we move would benefit a lot of patients.

For more information about the patient group please contact Anne Baird – Practice Manager
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