

**TRENT VALE MEDICAL PRACTICE  
PATIENT PARTICIPATION GROUP  
REPORT & SURVEY RESULTS  
MARCH 2016**

The Patient Participation Group (PPG) held formal meetings on 21<sup>st</sup> December 2015 and the 18<sup>th</sup> March 2016.

**December Meeting Summary**

During the December meeting the results of the patient survey which was carried out in October 2015 was discussed. 150 questionnaires were circulated. Questions that were previously asked in surveys were reviewed to look at increases and decreases and it was felt that the practice had improved in these areas overall. The use of the Practice website for ordering prescriptions and booking appointments had increased and 65% of patients found the telephone access easy to very easy. However, the PPG members felt that these results were not fully reflective due to the small number of responses. The practice had recently introduced a new system within reception where it was expected that receptionists answer calls within 3 rings of the telephone. It was explained that, although this is sometimes difficult to achieve, it was felt that this was beneficial to patients and worthwhile to the smoother running of reception.

The results of the Friends & Family Test from previous months were also discussed and the low number of responses received. It was explored how this could be increased although it was agreed this was difficult as patients do not necessarily wish to complete a survey each time they attend.

The practice were still yet to receive their CQC visit and it was explained what would be expected of the practice and members of our PPG.

Problems with GP recruitment were discussed. Dr Rees had recently left the practice and the current process in place to find a replacement was discussed. It was also explained that we had received no applications and that we were looking at alternatives within the practice to maintain capacity.

The CCG had recently forwarded details inviting patients within PPGs to join a Patient Congress. This is aimed at being patient led for putting forward views of the population about the quality and nature of current and future local services. This was circulated to the members for them to consider.

The practice are considering commencing a fundraising group to raise funds for a practice defibrillator. This was considered a positive move and the difficulties of doing this were discussed. Details of how another local practice had done this were discussed also. PPG members agreed to discuss this further with family members/friends that had experience in this area to establish options available to us.

**March Meeting Summary**

The meeting focused on discussions around the ongoing struggle with GP recruitment, the possible application of the practice list closure and the fundraising for the defibrillator for the Practice.

The practice continues to advertise locally and nationally for a salaried GP to replace Dr Rees. We have also started advertising for a Prescribing Nurse Practitioner to help with the increase in the GP workload.

The PPG members commented on how increasingly difficult it is to get an appointment with a GP which causes a lot of frustration. It was discussed that the patient safety remains paramount for us as a practice and, therefore, are considering putting in an application for the temporary closure of the list. This was fully discussed with the members and they agreed that this application was necessary and are supportive in our decision.

We further discussed the idea of fundraising events to purchase a defibrillator for the practice. It was discussed in detail what types of events we would be able to hold, how

to organise them and the advertisement required. Members of the PPG agreed to help with this to raise awareness with other patients and the local community

The follow-up meeting is planned for May 2016.

### **Survey Results**

<b>You may be aware that the Practice has recently had a new website which is regularly updated with new information. Please tick the statements below that best apply to you:</b>	<b>Responses</b>	<b>%</b>
I have seen the new website and found it easy to use	15	24
I have seen the new website and was able to find the information I required	4	6
I have seen the new website but found it difficult to use	4	6
I have seen the new website and was NOT able to find the information I required	0	0
I have not seen it	39	63
<b>The website has the facility for patients to book appointments with a GP without the need for contacting the reception. Do you use the website for this purpose? (please tick)</b>	<b>Responses</b>	<b>%</b>
Yes	17	28
No	44	72
<b>The website also allows patients to order repeat prescriptions. Do you use the website for this purpose? (please tick)</b>	<b>Responses</b>	<b>%</b>
Yes	15	25
No	45	75
<b>In order to try to manage the capacity and demand on our appointments, we have made some changes to how many pre-bookable appointments are available and how many appointments are available to book on the day. For your appointment today, please tick one statement below that best applies to you:</b>	<b>Responses</b>	<b>%</b>
I booked my appointment in advance	26	55
I booked my appointment today	21	45
<b>How convenient do you find it to make an appointment when you need one? (please tick)</b>	<b>Responses</b>	<b>%</b>
Very Convenient	15	25
Fairly Convenient	20	34
Convenient	8	14
Not Very Convenient	16	27
Not at All Convenient	0	0
<b>How often do you see or speak to the GP of your choice? (please tick)</b>	<b>Responses</b>	<b>%</b>
Always / Almost Always	7	13
A lot of the time	13	24
Some of the time	23	42
Never / Almost Never	12	22
	55	100

<b>How easy do you find it to get through to the practice by telephone? (please tick)</b>	<b>Responses</b>	<b>%</b>
Very Easy	11	19
Fairly Easy	19	32
Easy	8	14
Not Very Easy	20	34
Not at All Easy	1	2
<b>How likely are you to recommend our service to friends and family if they needed similar care or treatment?</b>	<b>Responses</b>	<b>%</b>
Extremely Likely	12	21
Likely	29	50
Neither Likely or Unlikely	10	17
Unlikely	3	5
Extremely Unlikely	1	2
Don't Know	3	5
	<b>Responses</b>	<b>%</b>
Male	17	30
Female	40	70
	<b>Responses</b>	<b>%</b>
Under 18	1	2
18-24	3	5
25-34	7	12
35-44	18	30
45-54	12	20
55-64	12	20
65-74	4	7
75-84	1	2
85+	2	3