

Patient Participation Group Year 3

Manston Surgery

29/03/2014

Background

The practice has a virtual patient group consisting of 40 patients over two sites. We are constantly trying to increase this and have put up posters in the waiting room, advertised on the electronic board, put on patient prescriptions and on the web site. We previously had a PRG which met twice a year, but unfortunately this discontinued and so we now have to engage with patients through our virtual group. Each month we send out a news update letter regarding practice issues. This is growing and through it we will engage with patients in decision making and development of services. We will hold three meetings per year and will meet with patients in a relaxed and friendly environment. We have a designated member of staff who will chair these meetings and who is responsible for the management of our Patient Participation Group. She attends the Group network meetings and produces the news updates each month.

Profile of Group

Our Practice Group membership is made up of both male and female patients whose ages range from 17 years – 90 years, predominately White British, as this is the predominant demographic group in our patient list. We hope in the next year to target other nationalities and younger people. This we will do when new patients register and have their health check.

We undertook a survey during February 2014 and the results were encouraging:

Most patients agreed that the surgery was easy to get to

Staff were friendly and approachable

The premises are clean and tidy

Almost all of Manston patients are happy to move to a purpose built building:

Manston Surgery is due to relocate in the Spring of 2015 and building work will start shortly.

There are no plans at this time for rebuilding of Scholes surgery, though we are hopeful that in the future we will be involved with a purpose built new surgery, incorporated in the wider Scholes housing development plan

Majority of patients were happy with the appointments system

We are constantly aware that sometimes appointments need to be changed because of circumstances beyond our control and we will try to do this with as little disruption as possible to the service

What we do well

These are some of the comments from the patient survey:

“Helpful staff”

“Empathy and personal contact”

“Look after your patients”

“Prompt appointment when needed”

“Everything”

“The surgery has become more like a well run business more efficient”

What we do less well

“Access for disabled”

“Getting an appointment on the right time”

“No late openings”

“Urgent appointments difficult”

“Confidentiality at reception”

Action Plan

We are on the whole encouraged by the Survey. We do realise that there is always room for improvement and would like to suggest the following:

- 1. To arrange a meeting of members of the virtual group within the next three months to further discuss and develop services following the survey results**
- 2. Seek to improve engagement with the patient population by further additions to the PRG, especially amongst ethnic groups not currently represented fully**
- 3. Continue the proposed new building development of Manston Surgery: a new building will address disabled access and confidentiality at reception**
- 4 .We have no current plans for redevelopment at Scholes, though would not rule this out in the future. Unfortunately the current building design means there is little we can do to address Disabled Access and Confidentiality at reception.**
- 5. We will discuss amongst the partnership team improvements regarding no late opening , difficulty in getting appointments either at the right time , or urgently**

We are grateful to the responders to our survey, and to the members of the Patient Participation Group for all their input in the survey, and development of this action plan.

**The Doctors
Manston & Scholes Surgeries**