

PARKLANDS SURGERY  
([www.parklandssurgery.co.uk](http://www.parklandssurgery.co.uk))

PATIENT PARTICIPATION REPORT  
2014

The purpose of the Patient Participation DES is to ensure that patients are involved in decisions about the range and quality of services provided, and over time, commissioned by their practice.

*A description of the profile of the members of the PPG:*

There are currently 19 members of the Forum. There are 11 female and 8 male representatives. Their age profile is as follows:

- 1 member - 17-25 years
- 4 members - 35 - 55 years
- 7 members - 60 - 70 years
- 7 members - 71 + years

The age of the current group ranges between 18 and 80. It is recognised that we have less representation from the 17 - 24 age group which makes up 11.9% of the patient population. However, we are very fortunate to have a number of members within the over 71 + age group which accounts for 14.3% of the population. The 35 - 55 age group accounts for 28.6% of the practice population and is reasonably represented.

The practice population is split 49.2% male and 50.8% female and is predominately White British with a very small number from other ethnic groups.

*A description of what steps the Practice has taken to ensure that the PPG is representative of its registered patients and where a category of patients is not represented then what steps have been taken by the Practice in an attempt to engage those patients.*

We feel our group is a good representative sample of the above but we will continue to make every effort to encourage membership from groups not represented in terms of age, gender and diversity by continuing to promote the group within the Practice and on-line.

The Practice has continued to advertise the work of the Patient Group through its website and on the special Patient Forum Noticeboard located in the Reception area. Specific advertising has been carried out to raise awareness amongst the younger age groups.

Members of the Group have also made personal contact with other patients whilst carrying out this year's survey. Information is contained on the patient registration form which continues to raise awareness of the Group and identifies any interested new patient.

The practice holds evening meetings as this is beneficial to patients who are either in education, have children of school age or are working. This has proved to be successful.

It has been agreed that the current group is at its optimum size in order to ensure meetings remain focused. However if any patient expresses an interest in joining the group their interest is shared with the current members.

Within the current membership we have a representative from Healthwatch, MIND and the Northants Patient Engagement Group which enables relevant local information to be shared.

*Agree with the Patient Group which issues are a priority and include these in a local practice survey*

The Practice is keen to engage patients to help deliver and design services around the needs of its patients, and previous surveys have been very successful in achieving this aim.

Members of the Forum agreed that this year's survey should centre around specific questions on matters that had been raised as issues in previous Patient Forum meetings.

- Receiving test results
- Car Park Access
- Services provided by Rowlands Pharmacy

*The manner in which the Practice sought to obtain views of its registered patients.*

It was agreed that in order to gain a greater patient view on these issues, a simple survey of three specific questions should be designed for distribution amongst patients

visiting the surgery for appointments. A copy of the survey questions are attached as Appendix 1.

In order to get a high response from patients, it was agreed that members of the Patient Forum should hand out the questionnaires personally to patients in the waiting room.

The survey was handed out on several days over a two week period in November 2013 and a total of 657 questionnaires were completed. A full breakdown of the age groups responding to the survey are included in the Survey Report attached as Appendix 2.

All members that had assisted with the survey reported that it had been a very positive experience with some very useful interaction with the patients. Members had been able to respond to questions directly and it gave patients the opportunity of meeting Patient Forum members face to face. There had been some very complimentary remarks about the surgery and it had certainly raised the profile of the Patient Forum.

*Details of the steps taken by the Practice to provide an opportunity for the patient group to discuss the contents of the action plan.*

Analysis of the 657 completed survey forms was carried out by Mark Lees, a member of the Patient Forum and his full detailed report is attached as Appendix 2.

This analysis was then emailed to all members of the Group for consideration and then discussed in detail at the next Patient Forum meeting.

*Details of the action plan setting out how the finding or proposals arising out of the local practice survey can be implemented and, if appropriate, reasons why any such findings or proposals should not be implemented.*

Each question on the survey was discussed in detail and actions agreed as follows:

Question 1 asked whether patients were happy with the way that they received test results, and regardless of age there was a positive yes response to this.

Question 1a asked whether patients would like the ability to receive results by text to a mobile phone. The interest in being offered this option varied greatly across the spread of age ranges. For those under 60 years of age this seemed to be an acceptable

option, but for those aged 60 and above the appeal of receiving test results by a mobile phone text dropped off appreciably with age.

It was therefore agreed that there may be some merit in considering this option for those who wanted it and the details of how this could be implemented would be discussed further.

Question 2 asked whether the new one way system in the car park suited patients. Regardless of age the vast majority were in favour of it. It was agreed therefore that the one way system should be applied on a permanent basis, but that the direction should be altered so that cars entered the car park from the staff entrance side and exited out of the original entrance.

Question 3 asked whether patients would like Rowlands Pharmacy opening hours to mirror that of the surgery now that they had been extended. There seemed to be an overall indication that patients would like to use Rowlands if it was open at times that correlated with the extended surgery opening hours. The only appreciable drop in interest was in the over 75 age group, but even here interest was still well above 80%.

Members felt it was vitally important for us to meet with the Area Manager and the Pharmacist of Rowlands, in order to discuss with them the results of the survey. It would also be useful to feed back to them the issues that patients experience with the Pharmacy service.

*The opening hours of the Practice premises and the method of obtaining access to the services throughout the core hours.*

The surgery is open from 8.00 am - 6.30 pm Monday to Friday and until 8.00 pm on alternate Tuesdays and Thursdays. It is open on a Saturday from 8.00 am - 12.30 pm.

Patients may telephone or visit the surgery between these times. They may book appointments either by telephone, personal visit or by EMIS Access on line booking. Requests for repeat prescriptions may also be made on line, by fax or by post. All information is available on our website.

All seven doctors provide a Saturday morning surgery (8.00-12.30) on a rota basis together with a late evening surgery (6.30 - 8.00) on either a Tuesday or Thursday evening, again on a rota basis.

