

Patient Participation Report 2013/2014

Wye Surgery Patient Participation Group is made up of twenty patients ranging in ages from 16 to approximately 80 years of age, with the average age being 65yrs and 6months. Within this group there are five men and fifteen women.

The Structure of the groups consists of Chairman, Vice Chairman, Secretary, members and two practice staff, during the course of the year there have been two sub-groups for the patient questionnaire and fundraising.

The PRG has been involved in a number of actions in order to change the demographics of the Group to make it more representative. During the past year, the profile of the group has been raised considerably around the village and within the practice. Evidence for this was provided by the responses in the Practice Annual Questionnaire. Other efforts to make the group more representatives have included starting meetings a little later in the evening to attract those who work during the day and also parents with young children. One result is the addition of a new member who has small children. We also have on 19yr old lady and, recently, a 16yr old boy. In addition the profile of the group is continually being raised around the villages with regular articles in the Parish Magazines and posters.

There is also a PRG section on the Practice website asking patients to contact the Chairman, the Secretary or the Practice if they are interested in joining the group. In the surgery there is a PRG notice board also has contact details for new members, with contact details for those wishing to join the group.

During this year the PPG have helped the practice with the following issues:

District Nurses: NHS England have now undertaken responsibility for, and re-organised, the District Nurse services. Groups have been set up in clusters and the, Wye Surgery no longer has a District Nurse based at the Practice. The changes have produced communication problems, fragmentation, poor supplies, lack of advice and support. The Practice is actively seeking resolution of these problems especially as the previous system worked well.

The PRG Chairman raised the matter at its local representative Group (APPG) emphasizing that the Practice is suffering as a result of the re-organisation and request improved communications with the CCG.

Community Matrons have been found to be too expensive; District Nurses are to be retained. Health Visitors now work from the Children's Centre at Hothfield.

Surgery Services: A directory of the personnel and location of specialist non-hospital-based services has been requested and provided by the CCG .

Ultrasound clinic; on a one day per fortnight basis since April 2013. It deals with hernias, lumps and bumps, but not obstetrics. There is already a waiting list.

Micro suction for ears has also been introduced and will be used in conjunction with the audiologist.

Additional information: Wye Surgery has paid its subscriptions to the CQC; visits from the group took place in January 2014. Members of the PRG made themselves available to the inspectors.

In response to complaints:

Surgery telephone services: The Practice has tried to withdraw from the very expensive 5 year 0844 telephone contract, and has approached Ofcom with a view to claiming mis-selling. The Group provided advice from a telecommunications expert to help the Practice withdraw or at least to minimize costs and make the system more patient friendly. In the meantime a 01233 number has been introduced and has been welcomed by patients though it is restricted to one line.

Super surgery: This is providing a very effective service and patients are able to see a doctor on the day of their request. Seeing a specific doctor is still proving difficult and efforts are being made to reduce the considerable waiting times.

The Group have also been instrumental in helping the surgery design the annual patient questionnaire. A separate Sub-committee was set up to agree the questions to be asked and the format in which the questionnaire would take. The following criteria were agreed:

- a) One A4 double sided page.
- b) To complete at least 50 per partner and 30 per nominated salaried GP.
- c) Questionnaire to be put on display in the Surgery for patients to view.
- d) Questionnaire to be discussed and reviewed with Practice multidisciplinary team.
- e) Questionnaire to remain anonymous
- f) Answers to be multiple choices with comments boxes.
- g) Some questions to allow a comparison with last years data.
- h) Any other comment box to be at the end of the Questionnaire.

The questionnaire was handed out to random patients in the practice during September and October 2013, on completion it was analyzed in the practice by practice staff and the results discussed at the following meetings, Tuesday 14th January 2014 for the Sub group and Tuesday 28th January 2014 for the whole group. An action plan was agreed between the practice and the PPG sub group a copy of which is available on the Practice website and the PPG notice board in the surgery. A full copy of the questionnaire results is also available in the practice and on the website.

During this period covered by this PPG the practice has operated the following core hours:

Monday – Thursday 8.30 am – 7.00 pm

Friday 8.30 am -5.30 pm

During these extended hours there are appointments with a GP and Practice Nurse or HCA available, there is also a dispenser and receptionist on site to attend to patients needs.