

Patient Participation DES 2012/13

Assessment form

Practice Name:	
Practice National Code:	G
Practice Contact:	
Telephone number and/or e-mail address:	
List size as at 01 April 2012 The PCT will check the data against our records and if it differs the PCT information will be used.	

Local Patient Participation Report	
Did you publish your report on your practice website on or before 31 March 2013?	
If yes, please provide the URL link to your website	
If no, please let us know where your report has been published. Please note only reports published on your practice website or My Health London are acceptable. Please don't use NHS Choices.	
Please provide the URL link to that website	
How else did you report your findings to your patients?	
Please submit a copy of your published Local Patient Participation Report. The PPG DES report template can be published as your final report if you wish to do so.	
2013-14 PATIENT PARTICIPATION REPORT	

Welling Medical Practice

A description of the profile of the members of the PRG	There are 9 members aged between 49 and 86. 7 from Welling over retirement age. They are all White British. 7 are female and 2 are male.
The steps taken to ensure that the PRG is representative of our registered patients and where a category of patients is not represented, the steps we took in an attempt to engage that category	We have notice boards in both surgeries with posters asking patients to complete feedback forms at both surgeries. Unfortunately the group has decreased in size.

Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey	The group had a meeting on the 14th January to agree the questionnaire, which they then submitted to the doctors for approval.
The manner in which we sought to obtain the views of our patients	The group agreed a rota of members to come in to the surgery to complete questionnaires to be completed during morning and afternoon sessions.
Details of the steps taken by the practice to provide an opportunity for the PRG to discuss the contents of the action plan	The practice coordinator met with the Group on the 11th March to discuss the action plan and to provisionally look at the areas that they thought needed improvement.
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, reason why any such findings or proposals should not be implemented.	See attached Action plan and comments.
A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey	See attached Survey report.
Action Plan	
Changes we intend to take as a consequence of discussions with the Patient Representative Group in respect of the results, findings and proposals arising out of the local practice survey	Patient Appointments: Most complaints were about appointment times. From 1st April 2014 they will have a walk in surgery from 8-10 M to meet the demand. There were a few negative comments about the cleanliness of the practice. The practice are looking into the cleaners duties over both sites. Patients can come in and give out the choices leaflet to patients so they are aware of the choices. A notice board looking into repositioning so that we can increase the visibility and knowledge of the group.
ii. where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2012, has taken on issues and priorities as set out in the Local Patient Participation Report	From the previous report we looked into having a jayex system installed in a suitable place to install it. The appointments procedure is in a state of flux. The receptionists seem to be aware. The receptionists are aware that patients can call the practice during these times.
The opening hours of the practice premises and the method of obtaining access to services throughout the core hours and extended hours arrangements (the times at which individual healthcare professionals are accessible to registered patients.	The opening hours are 7 a.m. to 6.30 p.m. Monday to Friday. Patients can call the practice during these times. They can also e-mail the practice during these times.