

Patient Participation Group report 2014

There are 9 members of the group who are aged between 49 and 86 years old, 6 of these are over retirement age. 7 of these are from the Welling surgery and 2 from the Avery Hill surgery and they are all white British.

If the group were to be more reflective of the practice population it should be of a mixed age and ethnicity range. However, after a failed attempt to engage with a mixture of the patient base, the practice decided to let those patients who wanted to become part of the group apply, resulting in the group we have. There is also a poster on the PPG notice board asking patients to join. Unfortunately the Group has reduced in numbers this year. There have been 6 meetings between 1.4.13 and 31.3.14.

The group discussed at the meeting of 14/1/2014 issues they felt patients would like to comment on.

Surveys were given out to all patients who visited the practice in a 1 week period in February. They were given out by the group on a rota basis during morning and afternoon surgery.

Action plans for the next year will include the following.

Patient Appointments

- Patients are still complaining about appointments and seem to be in favour of a walk in surgery again. The Practice have decided that from the 1st April 2014 they will have a walk in surgery Monday – Thursday from 8-10 with 3 doctors to meet the demand.

Cleaning

- Cleanliness of patient areas of surgeries. The practice is looking into the cleaners duties over both sites.

Patient awareness

- There seems to be confusion over where to go depending on what is wrong. There is a NHS choices leaflet that explains this. The practice will get some from 221 Erith road for the PPG to distribute.

- **PPG Notice board.**

Need to look into perhaps repositioning.

The surveys resulted in the following statistics:-

- 47% described their experience at the practice as 'good' when they last visited and 19% described their experience as 'very good'.

- 40% described it as 'difficult' to get an appointment at the practice, while 38% described it as 'easy'.
- 34% said that they did not know they could book an appointment up to 2 weeks in advance.
- 63% said they agreed that the clinician took an interest in what they presented to them, while 27% strongly agreed.
- 55% agreed that their problem/treatment was explained in full, while 30% strongly agreed.
- 54% agreed that they understood what they were told at their appointment, while 32% strongly agreed.
- 54% agreed that the cleanliness of the consulting room was of a high standard, while 39% strongly agreed.
- 64% said that the reception area was clean, while 25% said it was very clean.
- 51% found the reception staff helpful, while 29% found them very helpful.
- 35% said that getting through on the telephone was easy while 43% said it was difficult.
- 38% said they did not know how to make a complaint to the practice.
- 70% have not attended A & E in the last 12 months.
- 80% have not used the GRABADOC out of hours service.
- 23% were aware that there is a Patient Participation Group, although 25% knew there was a PPG suggestion box in reception.

The practice core opening hours are 08.00-18.30 Monday to Friday. Patients may call into the practice in person or telephone during these times. They can also e-mail the practice generic e-mail address.