

**CHERRYMEAD SURGERY
PATIENT PARTICIPATION REPORT
2012-13**

Cherrymead Surgery has had a formal Patient Participation Group (PPG) since February 2012. The PPG is open to all registered patients of the practice over the age of sixteen years. Its size and profile matches that of the practice registered list.

A smaller Patient Reference Group (PRG) has been meeting regularly in the surgery with the Partners and Practice Manager. The PRG's aim is to assist the practice in engaging with patients and obtaining feedback with regard to patient services and in planning for the future, with a focus on patient needs.

The current PRG consists of ten patients and is chaired by Mr Stan Grierson. Its composition is as follows:

| | |
|------------|---------------|
| Male: 5 | Female: 5 |
| Ages: | 16-30 years |
| | 30-45 years 1 |
| | 45-60 years 2 |
| | 60-75 years 4 |
| | 75-90 years 3 |
| | 90+ years |
| Ethnicity: | White 9 |
| | Asian 1 |

We have had difficulty in recruiting a more representative range of members to the PRG due to the problems encountered in attending in-house meetings for example due to work, childcare problems and other engagements. Attendance at meetings has varied from week to week for the same reasons. The practice has therefore set up a virtual Patient Reference Group, the Online Patient Forum which is open to and therefore representative of patients in the current PPG and practice registered list. The Forum pages can be viewed on

<http://www.cherrymeadsurgery.co.uk/wp/>

The virtual PRG is being promoted by the use of posters, flyers, word of mouth and links on the main practice website at

<http://www.cherrymeadsurgery.co.uk/>

The PRG has been consulted on several projects during the last year. The first was the closure of the Flackwell Heath branch surgery at the end of its lease together with the second, the implementation of a new appointments system based on the Doctor First model. Members gave advice on how to communicate with patients, attended a training workshop on Patient and Public Engagement with the practice team and assisted with the development and mailing of patient leaflets.

PRG members also assisted with flu vaccination mailshots, testing an early virtual forum, improving the presentation of publicity material in the waiting room and layout of the reception area, streamlining the repeat prescription process and developing a community services page on the surgery website. The PRG advised the Partners on the criteria which should be considered when recruiting for a Practice Manager and two members attended to shortlist and interview candidates for the position, giving invaluable insights to the process.

A significant project was the conduct of the practice survey. PRG members evaluated two national surveys and recommended use of the Improving Practice Questionnaires, which was conducted towards the end of 2012. The aim was to obtain baseline information about patient satisfaction with a range of criteria and thus identify those for which improvement was most needed. Questionnaires were given to patients attending appointments, collected in a sealed box and sent for analysis to CFEP Surveys, a UK survey company specialising in patient and colleague feedback for healthcare organisations. The number of patients surveyed and returned questionnaires included met the criteria for significance specified by the Department of Health. The survey results were discussed at the PRG meeting in February 2013. The survey summary can be found at:

<http://www.cherrymeadsurgery.co.uk/patient-survey-2012-13.pdf>

It was agreed that the feedback from patients was in general extremely positive, especially with respect to access to care and the quality of clinical care. However as in previous national surveys, there was room for improvement in the quality of the patient consultations. The practice agreed that to try to ascertain why patient satisfaction with the consultation fell slightly below the national benchmark, doctor and nurse-specific Consultation Skills Questionnaires would be used to survey patients attending in the spring. These questionnaires assess patients' satisfaction with several aspects of each consultation. The results will then be reviewed with the PRG early in the next financial year and specific problems identified so that suitable training can be undertaken during the year. The IPQ and CSQ surveys will be repeated in a year's time.

Practice opening hours will continue to be as follows:

Core Surgery Hours: 8am-6.30pm Monday to Friday
Extended Hours: 6.30pm-8pm Tuesdays and Thursdays.

The surgery is normally open between 1pm and 2pm. During Core Surgery Hours, patients access GP services through the Doctor First system by telephoning the surgery on 01494 445150. Details of how to access services are at:

<http://www.cherrymeadsurgery.co.uk/appointments.htm>

During Extended Hours surgeries, Drs Hettiarachchi and Elias were available on Tuesday evenings and Drs King and Fraser on Thursday evenings. Dr Elias has left the practice and Dr Khuram Ajmal will be available during Extended Hours on Thursday evenings from April 15, 2013.

22 March 2013