

FOWEY RIVER PRACTICE
PATIENT PARTICIPATION GROUP

Interim Action Plan

During the year we have set up a Patient Participation Group, starting with a small nucleus of invited patients who have, in turn, been invited to nominate and bring along to the meetings, one or two acquaintances who are patients of the practice, and who they feel may be able to help with the ongoing development of the Group.

At the present time this Group consists of six patients with a further two or three who are interested in joining and who will hopefully attend the next meeting.

The current demographic breakdown of the Group is as follows:

Age: 35 – 44	1	Male
Age: 45 – 54	3	All Female
Age: 65 – 74	1	Male
Age over 84	1	Male

The current breakdown of the practice population is:

Age Under 16	1239
17- 24	585
25 – 34	661
35 – 44	863
45 – 54	933
55 – 64	1104
65- 74	1047
75 – 84	597
Age 85 and over	251

In common with other PPG's it has proved difficult initially to recruit patients from the younger age groups, however, two of our current members work with young people and one of the anticipated new members is in his twenties.

Over recent months the Practice has carried out a patient survey, the results of which have been shared with the Patient Participation Group and an initial action plan agreed.

The survey was conducted by way of questionnaires given to every patient who attended the surgery to see a GP during two weeks in March. The questionnaire was drawn up in consultation with the PPG and it was agreed that an overall patient view of the practice as it should be sought, to identify areas of common concern.

The full results of the survey are published with this report. They are also on display in the waiting rooms of all 3 surgeries.

A meeting of the PPG was held to discuss the analysis of the questionnaires and the following points were identified:

Appointments

Several patients commented upon the inability to get an appointment at fairly short notice, especially with the GP of their choice.

The GP representative from the Practice explained the complexities of producing a rota for four GP partners covering 3 sites. However, the question of appointments and rotas has been an ongoing problem in the Practice for many years, with many attempts to find a workable solution. The Practice has recently been putting together a completely new rota, which it is hoped will be introduced in May 2012, and it was agreed that its impact would be discussed at the next PPG meeting. The new rota will help with being able to see a Duty Clinician within 24 hours, which needed improvement and being able to see a GP in advance, at the GP's request.

Telephone

Several people are unhappy with the current telephone system. Some are unhappy with the call routing system to get through to the person you require to speak to and others are not happy with the cost of making calls to the surgery 0844 number.

The Practice is currently tied into a contract with our telecommunication provider, which has some 2 -3 years to run. However, when the contract does expire, the Practice will certainly be looking to moving to a provider where a local number can be used. Because of the restrictions on numbers of staff available in each Practice site and the problem of constantly getting an engaged tone when calling, the Practice will probably still opt for a system with a call routing facility.

Waiting Rooms

There were quite a few comments about the waiting rooms in general. It was agreed that at least 2 of them could do with a coat of paint and the number of posters on the walls should be greatly reduced. The provision of some better seating in Par and Polruan was discussed and will be looked into, together with the provision of some more higher seated chairs for people who have difficulty in getting on and off normal height seats. One thing that several patients said they would like to see is the provision of some drinking water. The Practice will therefore look into installing water dispensers in each waiting room.

It was also suggested that there should be a clock in each waiting room and that the range of magazines provided could be better and more up to date. Both of these things will be taken up by the Practice. The Practice will also ensure that alcohol spirit hand gel will be available for patient use in each waiting room.

The clarity of the tannoy system for calling patients through also proved to be a problem for some patients. This will be discussed by the Practice to see if it can be improved and also the possibility of a digital display screen showing the name of the patient called and room number they should go to, will be investigated.

Reception Staff

It was felt by the Group that sometimes the initial welcome from the staff when they opened the reception window was not always as friendly as it could be. The Practice have addressed this issue at several staff training events and it is something that we will be revisiting.

Patient Participation Group

Two patients indicated on their questionnaires that they would be interested in joining the Group and will be contacted by one of the existing members.

An email address has also been set up for patients to contact the Group:
fowepatientgroup@cornwall.nhs.uk