

## **Oughtibridge Surgery**

### **Patient Participation Group**

#### **Annual Report under the DES February 2013**

##### **Background**

This is the second year of the scheme. The first annual report was published on our web site in March 2012

The group has continued to meet during the year. Attendance at the meetings in the summer has been high but was poor in February due to the very bad weather conditions. Despite this new ideas were brought to the meetings and the Practice was able to develop these.

##### **Survey**

At the November 2012 meeting, questions for the patient survey were agreed. The survey was carried out in January 2013. This year the survey was available for patients to collect from reception if they wished, we had two days we targeted patients coming to the practice and 40 surveys were sent out to a random sample of patients by post. This totalled approximately 75 patients.

We received back approximately 60 responses and they summary is attached to this report with all comments raised to the questions answered. Not every question on every questionnaire was answered.

The survey results were presented to and discussed at the February meetings. The minutes of this meeting are on the web site. At the meeting areas were highlighted where the Practice could look to improve or reasonably implement change.

##### **Action Plan**

- Promote the change from 0845 to 0114 telephone number and new telephone system that goes with the change. This will improve ease of getting appointments, obtaining results and ordering prescriptions.
- Advertise change in opening hours more widely
- Continue to target DNAs (patients who do not attend)

##### **Summary**

The new Practice Manager is working hard to encourage new members. She is keen to develop the areas highlighted in the survey and work with the group and GPs to implement change where possible and practicable.