

Report for PPG March 2014

Component 1

Description of the profile of the PPG members

16 members

10 female

6 male

Age range of group 25 -84

We have been successful in recruiting members from a broad age range of 25 – 84

6 members are from Black Minority Ethnic Groups

We have 1 member in the age 25-34 age range

2 members in the age 34-44 age range

3 members in the age 45-54 age range

4 members in the age 55-64 age range

3 members in the age 65-74 age range

3 members in the age 75-84 age range

This year the group was run by email contact

One member who is part of the travelling community came to the surgery and had a informal discussion with Dr Hannah

She did not feel there were any issues to raise pertaining to the travelling community, but as an elder of the community with many family members living on the Thistlebrook site, she promised to seek out the opinions of other residents and feedback to the surgery any issues that were raised.

She stated that she had no issues with the services at Abbey Wood Surgery and was entirely satisfied

Practice profile

Patient count 8050

Male 3,894 (48%)

Female 4,156 (52%)

Ages 25-34 1,199 15%

Ages 35-44 1,107 14%

Ages 45-54 1,117 14%

Ages 55-64 805 10%

Ages 65-74 494 6%

Ages 75-84 329 4%

Steps taken to ensure that the group is representative

Much effort was made to try and recruit members that represented the practice profile.

Large A3 Posters were put up in the surgery Foyer and waiting rooms, with leaflets at the reception desk

Doctors also handed out leaflets and spoke to individual patients

Leaflets were also distributed to the local health visitors, and Dr Hannah had a meeting with the local health Visitors, having been to the Eynsham Drive clinic. The health Visitors kindly agreed to add PPG leaflets to their 'new mum'

packs. This was in response to the previously agreed action plan to try and recruit younger members. Leaflets were also given to the local Pharmacists to add to the dispensed medication bags for our registered patients

Component 2

Steps taken to reach agreement on priority issues

Following publication of the last year's survey and PPG minutes on the practice website, the group were asked via email if there were any issues to be tackled

A copy of a proposed patient questionnaire was sent to all the members

The feedback was used to develop a simplified version of the GPAQ questionnaire that has been developed and validated for use in General Practice

The main issue raised seemed to be to increase awareness of the extended hours surgeries, and to reduce the 46 questions to a smaller number

Component 3

How we obtained our patient views

A patient survey was distributed on a day the surgery was fully staffed. A third party was commissioned to undertake collation of data and analysis

The survey report has been added to the practice website

Component 4

Providing the PPG with the opportunity to discuss the survey findings and agreeing any changes to practice to be made as a result

The survey results were sent to all PPG members for comment

The results are attached

The main comments were fed back to the CCG members and a plan of action agreed

Component 5 and 6

Action Plan

On the whole the survey revealed high levels of satisfaction with the surgery, in line with National Standards

However, 3 PPG members had expressed the view that the reception staff did not promote the use of the extended hours surgeries i.e. twice weekly on Wednesdays and Thursdays from 6.30 to 7.30 pm

The surgery has agreed to discuss this with reception staff to increase awareness

In addition the practice leaflet will be updated to reflect this more clearly

Unfortunately the majority of members did not have the time to commit to having face-to-face meetings at the surgery. (2 members expressed the wish for face-to-face meetings)

Therefore, for the time being the PPG will continue to operate on a virtual basis with email contact every 4 months



General Practice Assessment Questionnaire

2013 - 2014 GPAQ-R Summary Report for Abbey Wood Surgery, London SE2 9AT

From 41 Questionnaires

- Q12 94.7 % of patients found Receptionists helpful or fairly helpful.
- Q13 24.4 % normally book appointments in person 80.5 % by phone
- Q14 31.7 % prefer to book appointment in person 65.9 % by phone and 19.5 % would prefer to book online.
- Q15 67.6 % would like to book appointments and repeat prescriptions online
- Q16 41.7 % were aware the practice offers evening appointments 6.30 -7.30pm twice weekly

		Q1 Putting you at ease	Q2 Being Polite and considerate	Q3 Listening	Q4 Giving enough time	Q5 Assessing your medical condition	Q6 / Q33 Explaining your condition and treatment	Q7 Involving you in decisions	Q8 Providing and arranging treatment	Q11 Completely happy to see again
GP	% Saying Very Good or Good	97.5	97.5	97.5	95.0	95.0	97.5	97.5	95.0	100.0

- Q40 97.0 % of patients say their experience of this GP surgery is good, very good or excellent
- Q41 92.1 % of patients would recommend this surgery to someone who has just moved to this area.