

PATIENT PARTICIPATION REPORT

MARCH 2015

This report seeks to publicise the actions the surgery has taken inline with the Patient Participation Directed Enhanced Service for 2014/2015

Reception Hours:

Monday-Friday 08:15-18:30
Telephone 08:00-18:30

Extended Hours

3rd Saturday each month

All consultations are by appointment only
Appointments are available to book 4 weeks in advance
For continuity of care when booking patients are encouraged to see their usual GP

A description of the profile of the members of the PRG:

There are currently 278 patients who expressed an interest in joining the Patient Participation Group.

The profiles of these patients in the group are as follows:

<16	0
17-24	23
25-34	51
35-44	39
45-54	54
55-64	48
65-74	50
75-84	13

The table below shows the group male/female ratio in comparison to the Practice population:

	Group	Practice
Male	121(43%)	3659 (49%)
Female	157(56%)	3691 (50 %)

The information below shows the ethnicity profile of the patient group:

White British	227 (81 %)
White Irish	1 (0.3%)
White Other	17 (6.1%)
Other mixed	5(1.7%)
Asian	7 (2.5%)

(Figures accurate as of March 2015)

Detail the steps taken to ensure that the PRG is representative of the registered patients and where a category is not represented, steps are taken to ensure an attempt was taken to engage that category.

All patients in the Patient Participation Group are registered patients of the practice.

The steps the Practice has taken to recruit member to the PPG are when all patients register at the Practice they are given the joining form to complete if they wish to join the group. Their details are then added to the emailing or posting list, if they do not have an email address the Practice will either telephone or write to these patients.

The Practice also faxes details of the patient group and any other communication such as the survey, to the nursing and residential homes in our area.

Staff at the practice, such as the doctors, nurses and receptionists also speak to the patients, inviting them to join the Patient Group.

The Practice Newsletter which is produced quarterly also has an article in it, to advertise the Patient Participation group, and it also in the Practice Booklet. The Group is also mentioned on the practice website and also on NHS Choices.

Feedback reviewed from patients is from the Friends and Family test suggestions box supplied by NHS England in the waiting room and on the "I want great care

website”, displayed in the surgery. The Friends and Family test came in December and the next PPG meeting was held in January 2015, where the feedback was discussed.

This same issue that has been highlighted before was the telephones.

We have joined the NHS SECSU (South East Commissioning Support Unit), formally the Primary Care Trust, led telephony project in a system that is used by the Fire Service, Police and County Councils.

The practice has had numerous discussions with the supplier to get the problems resolved, and been given assurances that the system will improve. The practice is now looking at other providers and moving away from this supplier.

Getting an appointment:

To address this priority, extra Saturday clinics with the GPs were put in place, when it was deemed that there was extra demand for appointments. The Prime Minister’s Challenge Fund also came into effect in October, which provided appointments for the eight Folkestone GP practices, Monday to Sunday 8-8

The next PPG meeting is to be held on Saturday 18th April at 1pm, please let the reception know if you wish to attend.

On behalf of Dr Fernandes, Dr Chireka, Dr Gupta, Dr Duraiswamy and thank you for your continued support of The Manor Clinic.