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Local Patient Participation Group 2013/14 Report

The Patient Participation Group was formed in 2011 and is currently made up of nine patients, mostly of retired, with a fairly equal split in terms of gender. The PPG is keen to encourage patients to join who could represent different groups such as younger patients, those with disabilities those with long term conditions or from ethnic backgrounds. Unfortunately despite extensive canvassing the PPG has been unable to attract anyone from these areas.

Building on significant changes made last year the PPG identified a number of areas to survey patients' views on and following a consultation with patients resulting in 76 returns, identified clinical care, getting an appointment and surgery opening hours as the three key priorities to conduct a full patient survey on. A formal patient survey questionnaire was developed to further explore these issues.

For six weeks from the beginning of November 2013, patient questionnaires were handed out or displayed in the waiting room for patients to complete. The survey was also made available on the Practice website where patients were able to complete an electronic version which was then emailed to the Practice.

199 surveys were completed by patients, roughly split equally between those from the website and those filled in by hand. The statistical results of the survey and each individual free text comments were then reviewed at a PPG meeting and the following action plan agreed with the Practice.

Ref	Action Point	Action to be Taken	Responsible	By When
1	Patients would like the option to book appointments on-line.	Practice to implement the on-line appointment facility in Vision	Practice Manager	To start implementation in January 2014
2	Patients would like the option to request repeat medication on-line.	Practice to implement the on-line appointment facility in Vision	Practice Manager	To start implementation in January 2014
3	Review opening times	Practice to consider if it can make any changes to improve patient access.	All Staff	End of May 2014

4	To review the length of duty doctor appointments as patients have indicated they would be prepared to deal with only the urgent condition which necessitated the urgent appointment.	Consider piloting some duty doctor surgeries with 2 appointments every 15 minutes	Practice Manager	End of May 2014
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The current Practice opening times are:-

Monday 08:00 to 18:00
 Tuesday 07:30 to 18:00
 Wednesday 08:00 to 19:30
 Thursday 07:30 to 18:00
 Friday 08:00 to 18:00

Doctors will offer appointments during the early morning slots on Tuesday and Thursdays, and the late surgeries on Wednesday evenings.

The Practice has confirmed to the PPG the following:-

- Anyone can apply to join its patient list, even if they are registered elsewhere in Dover. The Practice has what is termed an 'Open List'.
- Patients requiring an urgent appointment will be seen within 24 hours (excluding weekends and Public holidays) and wherever possible on the same day as the request.
- Patients may see any of the Doctors; a patient is registered with the Practice not a specific GP. However there is some limitation as only one Doctor each day runs the Urgent clinic and if you require an urgent appointment only that GP is available.
- The Practice offers a wide range of clinical services via the Treatment Room and some health professionals hold sessions in the building.
- The Practice will always endeavour to enable care to be delivered as close to home as possible subject to clinical considerations.