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ST JAMES' SURGERY

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Local Patient Participation Group 2011/12 Report

In April 2011 the Department of Health published the details of a Directly Enhanced Service for Patient Participation. The purpose of the document was to ensure that patients were involved in decisions about the range and quality of services provided by their GP Practice. The way this proactive engagement of patients was to be facilitated was by the formation of a Patient Participation Group (PPG) made up of patients registered at the Practice.

In August 2011 a meeting was held in the Dover Town Hall for patients to register an interest in joining the St James' Surgery PPG. Advertisements were placed in the local papers and the Primary Care Trust sent details of the meeting via email to an extensive list of educational, voluntary, and health orientated organisations requesting representatives be sent. Posters and leaflets were handed out in the Surgery. Unfortunately the event was poorly attended with not sufficient patients putting their names forward to be able to set up a Group.

As a result a further meeting was arranged in September, again with extensive advertising as previously. Fortunately this time ten patients from the Surgery indicated a wish to set up a PPG.

The current PPG is almost exclusively made up of retired individuals, 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, with disabilities or from ethnic backgrounds. Despite extensive canvassing the PPG has been unable to attract anyone from these areas.

The initial task for the PPG was to identify which priorities patients of the Surgery felt were ones that should be included in a local patient survey. For eight weeks from mid-November the PPG, with support from Practice staff, carried out a survey of patient priorities. Due to the way the survey form was designed individual patients were able to give much more information about their priorities than a normal structured patient questionnaire would produce. 128 responses were received.

The PPG then met and reviewed the information obtained from the survey. A number of particular service and access issues were identified which led to the development of a formal patient survey questionnaire. Some issues were not included in the form as it was obvious these needed resolving and no further information was needed.

From the 13th to 29th February 2012, 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.

195 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 appointments outside of normal opening hours to be able to see their GP and pick up prescriptions.	Practice to sign up to the Extended Hours enhanced service. One evening with 3 GPs and two early mornings with 1 GP to be provided	Practice Manager	To start from 1 st April 2012
2	Answer the telephone more quickly	Increase reception staff. 3 receptionists to cover desk and telephones at peak times.	Practice Manager	30 th April 2012
3	Have a member of staff sitting at the reception counter.	Increase reception staff. 3 receptionists to cover desk and telephones at peak times.	Practice Manager	30 th April 2012
4	Create a more welcoming environment within reception	All staff to attend a Telephone and Customer Care Course. Staff to have a uniform and name badges.	All Staff	Course booked for 19 th April 2012
5	Patients do not like giving clinical information to receptionists	GPs to review the necessity of this information	GPs	31 st March 2012
6	Patients do not want to have to phone back for a duty doctor appointment when surgeries are full.	GPs to consider alternative appointment structure to avoid patients being 'handed off' to a later time	GPs	31 st March 2012
7	Offer appointments with a lady GP	GPs to investigate becoming a Training Practice.	GPs	31 st October 2012
8	Increase awareness of disabled access at Harold Street level	New signposting for disabled access.	Practice Manager	30 th April 2012

As a result of action point one, the Practice opening times from 1st April 2012 will be:

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

One Doctor will offer appointments during the early morning slots on Tuesday and Thursdays, and three Doctors will be holding 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 with 24 hours 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.

CJM/21.03.12