

Patient Participation Group UPWELL STREET SURGERY

The Practice has set up a Patient Participation Group in line with recommendations from the Department of Health, but also to enable patients to give feedback and views on the services offered by the practice.

In setting up the group the practice wished to engage patients who were representative of our registered population. Every effort was made to encourage patients to come forward from all age groups and backgrounds.

We have actively encouraged patients to join the Group by advertising in the surgery and speaking to patients either when visiting the surgery or via the telephone.

As well as targeting patients when they visited or contacted the surgery, the practice wrote to a cross section of patients, representative of the patient population in terms of age, gender and ethnic origin. However, response was poor and although some patients initially indicated they would be interested in joining such a group the actual numbers of patients who attended the first meeting was much lower than first anticipated. The Group continues to be advertised in the surgery and on the website.

PATIENT PARTICIPATION GROUP MEETINGS

The first meeting of the Group took place earlier in the year with a follow up meeting in March 2012. The next meeting is scheduled for May 2012 and will be advertised both in the surgery and on the website. We will also look to other ways of raising awareness of the Group to patients, for example by adding brief details of the Group on prescriptions along with the dates of meetings.

Currently there are seven regular members of the group – four female and three male. 57% of the membership is age range 50 and above. All members are white/british.

At the first meeting we agreed the function of the Group and encouraged members to raise any issues of immediate concern. The Group also gave feedback and suggestions for the content of a survey questionnaire and the arrangements for conducting the survey. The Group were made aware of the financial and other constraints and were assured that the practice would focus on implementing any findings from the survey within these constraints.

At the follow up meeting in March patient representatives discussed the findings of the survey. The practice manager gave a short presentation on the new Health and Social Care Bill and the development of the NHS going forward. The practice manager also introduced the North Locality Patient Group and asked if anyone would be interested in representing the practice community on this group. Two members of the Group stated their interest and gave permission to put their names forward.

PATIENT SURVEY

The first survey was conducted during February 2012. Please see the attachments below for the survey questionnaire and the results of this survey. Patients attending the surgery were invited to complete a questionnaire.

Following the survey the practice manager contacted all patients who had indicated they might be interested in joining the Patient Participation Group. Patients were contacted either by letter, telephone or SMS text message initially. The results of the survey were collated by the practice manager. The practice is now taking action to take forward suggestions to improve the services offered to patients (which were also discussed with the Patient Participation Group at the March 2012 meeting).

ACTIONS FOR THE SURVEY

The practice will take action to:-

- promote the services of the practice to patients within the surgery and also promote the practice website.
- review all leaflets to ensure this clearly reflects how patients can access the services available to them.
- review the appointment system - this was the area of most concern to the majority of patients - the surgery along with the Patient Participation Group will work to improving access to medical care within the practice.
- Introduce SMS texting to remind patients of their appointments and also to ask patients to contact the surgery as and when required

ACTION PLAN IN RESPONSE TO PATIENT FEEDBACK

- To advertise practice services within the surgery
 - ***By April 2012***
- To promote the use of SMS messaging – This has already been implemented
- To promote the online prescription service to patients by signage in the surgery, messages on prescriptions, website
 - ***By April 2012***
- To explore the practicality of patients contacting the surgery by email to make appointments check results etc.-
- To explore the practicality of liaising with patients by email – eg for review letters invitations for health checks etc
 - ***To report back to PPG at each meeting and take action (as appropriate) following review by September 2012***
- To update the website with the services available –
- To ensure the website includes accurate clear information for patients on the services, who to contact and useful health information
- To promote the website, once updated, to patients via posters in the surgery, adding the website address to letterheads, surgery leaflets etc, and messaging on prescriptions
 - ***Review and update website and signs in surgery by end APRIL 2012***

- To explore the possibility of a VDU/television within the surgery providing information to patients on healthcare, useful information regarding the practice and the services available. –

- To report back to PPG at May 2012 meeting

- To review the appointment booking system

- Project plan agreed with GP partners and PPG for the review by end May 2012

NEXT PATIENT GROUP MEETING

The next meeting is planned for Thursday 31 May commencing at 2.15pm for 2.30pm at the Surgery, 93 Upwell Street. All patients will be invited to attend.

or if they would like to speak to the practice manager about anything to ring 08451202826

or email shef-pct.upwellstsurgery@nhs.net adding in the subject box 'for attention of the practice manager'

SURGERY OPENING TIMES

The surgery is open everyday for patients to contact the surgery as set out below

Monday 08:40 - 12:30, 12:30 - 18:00

Tuesday 08:40 - 12:30, 12:30 - 18:00

Wednesday 08:40 - 12:30, 14:30 - 18:00

Thursday 08:40 - 12:30

Friday 08:40 - 12:30, 12:30 - 18:00

Surgery Appointment Times

Appointments are available during the following times with Doctors and the Nursing Team :

Monday 08:40 - 12:00, 15:10 - 17:50

Tuesday 08:40 - 12:00, 15:10 - 17:50

Wednesday 08:40 - 12:00, 15:10 - 17:50

Thursday 08.40 - 12:00

Friday 08:40 - 12:00, 15:10 - 17:50

Saturday 09:30 - 11:00

Sunday Closed

Patients are advised that appointments can be made in person or by phoning the appointment line on **08451 202826**

In addition to regular surgery opening times under the enhanced services agreement a surgery is held each Saturday morning for pre-booked appointments.

The surgery closes on Sundays and Bank Holidays. Patients are redirected to the out of hours service during these times. Patients are also transferred to the out of hours service each weekday between 12.30 - 2.30 pm, when the surgery is closed and on Saturdays and Sundays .

Information on the practice leaflets and on the website ask patients if they need an urgent appointment to make that clear to the receptionist.

Also patients can ask the receptionist to ask a doctor to call them. Doctors will call patients back on the same day.

Downloads

[Patient Participation Survey](#)

[Patient Participation Questionnaire](#)