



Dr Campbell & Partners
www.tarporleygps.gpsurgery.net

Patient Participation Group Annual Report 2013

We launched our group in 2011 and the purpose of the group is to consider how the Practice is run and what services are available nationally and locally to our patients.

We are a rural practice with white ethnicity and English as the first language. We have a current list size of 7623 patients with age groups:-

Under 16	1428
17-24	532
25 – 44	1495
45 – 64	2249
65 – 74	1074
Over 74	845

The Patient Group was initially advertised by posters in all our waiting rooms, leaflets in all prescriptions, message on our website and by direct invitation from our GPs and Practice Nurses.

Eight patients are in our group at present:

- A mix of male and female
- Range in age from 64 – 75
- Are a mix of employed, semi retired, retired
- Many are regular service users and have a good knowledge of the surgery systems and pathways
- On the whole computer literate
- All our volunteers are white British which is a reflection of our practice demographic

There are gaps in our demographic mix, which we are trying to address with further advertising in our Newsletters, posters in our waiting rooms and active campaigning. We are quite flexible with our meetings so hopefully this will encourage more patients to join our PPG.

We meet regularly with the date being agreed at the end of each meeting and the date is published on the practice website. Meetings follow an agenda and are minuted – minutes are sent to PPG members and are published on the practice website.

This year we have held three meetings in May 2012, September 2012 and March 2013.

At our meeting in May a new member was welcomed and we discussed: Improving Practice Questionnaire results and our PPG Annual Report (2012); Tarporley Cottage Hospital; Refurbishment to our Tarvin Surgery; email responses to prescriptions and booking appointment on-line; and forthcoming retirement of Dr O’Callaghan.

At our September meeting we discussed: Tarporley Cottage Hospital; forward planning in respect of Tarporley community; Telephone Access; our new appointment of Dr Oliver and other new members of staff; Newsletter and the Cheshire Health Record.

At our March meeting we discussed: Tarporley Neighbourhood planning, IPQ Report 2012/2013 and its findings, including Action Plan; NHS 111; WCCCG; Winter Newsletter distribution; Staff; telephone access; and Equipment fund.

Minutes of the meetings are available on our website along with the dates of our next meetings.

IMPROVING PRACTICE QUESTIONNAIRE RESULTS:

Number of patients providing feedback: 193 = 2.5% of the practice population.

Our Patient Feedback:

(Mean percentage scores and benchmarks by practice list size (6001-8000 patients))

Questions:	Our mean score (%) 2013	National mean score (%) 2013
About the practice		
Q1 Opening hours satisfaction	67	66
Q2 Telephone access	48	61
Q3 Appointment satisfaction	67	67
Q4 See practitioner within 48hrs	59	62
Q5 See practitioner of choice	56	57
Q6 Speak to practitioner on phone	54	59
Q7 Comfort of waiting room	60	65
Q8 Waiting time	55	55
About the practitioner		
Q9 Satisfaction with visit	88	80
Q10 Warmth of greeting	91	81
Q11 Ability to listen	92	82
Q12 Explanations	89	80
Q13 Reassurance	87	79
Q14 Confidence in ability	88	82

Q15 Express concerns/fears	88	80
Q16 Respect shown	92	83
Q17 Time for visit	88	74
Q18 Consideration	88	78
Q19 Concern for patient	88	79
Q20 Self care	86	78
Q21 Recommendation	89	81
About the staff		
Q22 Reception staff	76	75
Q23 Respect for privacy/confidentiality	76	74
Q24 Information of services	71	71
Finally		
Q25 Complaints/compliments	66	65
Q26 Illness prevention	68	68
Q27 Reminder system	64	66
Q28 Second opinion/comp medicine	68	66
Overall Score	76	72

Survey Action Plans:

The action plan in 2012 was developed based on the results of the patient survey and other issues raised by the PPG. Below is an update:

OBJECTIVE	ACTION TAKEN:	RESULTS ARE:
Raise awareness of our new website	Add information in our next and following newsletters.	Raised awareness by also putting notices in our waiting rooms.
Reduce wasted appointments.	Write to patients who constantly do not attend their appointments. Include figures in Newsletters. Put posters in waiting rooms.	Some improvement but new computer system has thwarted our attempts to count DNA's
Comfort of waiting rooms	Consider possible refurbishment of waiting room in Tarporley	New chairs in Tarvin. Many complimentary comments
Telephone access	Consider more staff manning telephones at peak times. Investigate further a new phone system.	Still struggling. New computer system seems to block "book on week" appointments and takes longer to make appointments. Increased staff manning at peak times and an extra staff members has been appointed. Changed phone supplier.

Below is our 2013 Action Plan:

OBJECTIVE	ACTION TO BE TAKEN	BY WHOM	TIMESCALE
A further look at telephone access.	Encourage greater use of email ordering of prescriptions and making of appointments and thereby reduce reliance on telephone. Look further at computer system allowing 'book on week' appointments. Ask new telephone company for advice.	Practice Manager, staff and GP's	1 year
Waiting rooms	Increased comfort whilst maximising capacity and reducing risk of infections	GP's, Manager. (Waverton Hall Committee)	1 year
Car Parking	Consider encouraging Parish Council to increase more parking nearby	GP's Parish Council	2 years

Access

The opening hours of the Tarporley surgery are 8am to 6.30pm Monday to Friday.

SURGERY HOURS

Reception - Tarporley – Monday- Friday 8.00– 18.30

Reception Tarvin 8.30-11.30 Monday-Thursday, 15.00-18.00 Monday & Friday

Reception Waverton 15.00-18.00 Monday-Thursday 8.30-11.30 Friday

	TARPORLEY		TARVIN	WAVERTON
MONDAY By appointment Morning Surgery	Dr G Kent	Dr D Lister	Dr P.A Campbell	
By appointment Evening Surgery	Dr G Chappell	Dr D Lister	Dr A Oliver	Dr P.A. Campbell
TUESDAY By appointment Morning surgery	Dr G M Chappell	Dr D Lister	Dr G Kent	
By appointment Evening surgery	Dr P A Campbell			Dr G Kent
WEDNESDAY By appointment Morning surgery	Dr P A Campbell	Dr A Oliver	Dr G Chappell	
By appointment Evening surgery	Dr G Kent			Dr G Chappell
THURSDAY By appointment Morning Surgery	Dr Lister		By rota	
By appointment Evening surgery	Dr Lister		-	By rota
FRIDAY By appointment Morning surgery	By rota	By rota		Dr A Oliver
By appointment Evening surgery	Dr A Oliver		By rota	

Saturday and Sunday closed

Extended Hours Service

If you find it difficult to attend surgery during our core hours then routine doctor or nurse appointments are available at Tattenhall, Chester and Ellesmere Port, Monday to Friday 6.30pm to 8pm and Saturday morning 10am to 12 noon. Please telephone 01244 385422.

Out Of Hours Emergency Service

6.30pm to 8am - Ring the surgery phone number (01829 733456) and you will be diverted to the service.

Disabled Access

There is good access for the disabled to all of our consultation rooms. A designated parking bay is adjacent to the surgery entrance. The surgery has a ramp and wide doors to allow for wheelchair access.

Tarvin and Waverton surgeries also have suitable access for wheelchairs.