



Dr Campbell & Partners
www.tarporleygps.gpsurgery.net

Patient Participation Group Annual Report 2014

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 7687 patients with age groups:-

Under 16	1426
17-24	534
25 – 44	1498
45 – 64	2277
65 – 74	1066
Over 74	886

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.

Nine patients are in our group at present:

- A mix of male and female
- Range in age from 26 – 76
- 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.

Dr Campbell, Christine Kenyon our Practice Manager and Liz Heidenreich, admin assistant also attend the PPG meetings.

We meet regularly with the date being agreed at the end of each meeting and the date is published on the practice website. Since our November meeting the group has met for half an hour without the practice staff which they have found most useful. Meetings follow an agenda and are minuted – minutes are sent to PPG members and are published on the practice website and are also put on the PPG Notice Board in the waiting room.

This year we have held four meetings in June 2013, September 2013, November 2013 and February 2014.

At our meeting in June two new members were welcomed and we were given the sad news that one of our group had sadly passed away. We discussed: The main points from our PPG Action Plan; NHS 111; Healthwatch Cheshire West; Tarporley Cottage Hospital; Equipment Fund. Dr Paul Bujac came to the meeting to discuss his project with the new WCCCG and the PPG's, in particular his work with Wirral PPG's.

At our September meeting one new member was welcomed and we discussed: Telephone Access; Healthwatch; Transport; New flooring in Nurses rooms and possible alterations at Waverton surgery; Car Parking; NHS111; Direct Enhanced Services; and Local villages.

At our November meeting we discussed: Use of group members names being published; New chairs in Tarporley Waiting room; On-line prescriptions; WCPPG; Improving Practice Questionnaire; Tarporley Cottage Hospital; other PPG groups.

At our February meeting we discussed: Telephone and Appointment system; Transport; PPG Questionnaire; CQC Inspection Results; WCPPG Meeting; Tarporley Cottage Hospital; Neighbourhood Plan; Feedback from meeting with another practice.

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: 131 = 1.7% of the practice population.

Our Patient Feedback:

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

Questions:	Our mean score (%) 2014	National mean score (%) 2014
About the practice		
Q1 Opening hours satisfaction	59	67
Q2 Telephone access	46	60
Q3 Appointment satisfaction	63	67
Q4 See practitioner within 48hrs	53	60
Q5 See practitioner of choice	53	55

Q6 Speak to practitioner on phone	51	59
Q7 Comfort of waiting room	60	64
Q8 Waiting time	54	54
About the practitioner		
Q9 Satisfaction with visit	80	80
Q10 Warmth of greeting	83	82
Q11 Ability to listen	82	82
Q12 Explanations	79	81
Q13 Reassurance	79	79
Q14 Confidence in ability	82	82
Q15 Express concerns/fears	79	80
Q16 Respect shown	86	84
Q17 Time for visit	79	79
Q18 Consideration	79	78
Q19 Concern for patient	80	79
Q20 Self care	77	78
Q21 Recommendation	81	81
About the staff		
Q22 Reception staff	73	75
Q23 Respect for privacy/confidentiality	72	75
Q24 Information of services	68	71
Finally		
Q25 Complaints/compliments	64	65
Q26 Illness prevention	62	67
Q27 Reminder system	59	66
Q28 Second opinion/comp medicine	60	66
Overall Score	70	72

Survey Action Plans:

The action plan in 2013 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:
A Further look at telephone access/Appointments	Posters in surgeries and leaflets in prescriptions to patients explaining various ways of ordering scripts without telephoning. More information of website. Now have facility to 'book on week'.	Book on week is proving a success. Numbers are increasing using the on-line appointments/prescribing. Also Doctors do make telephone calls to patients when appropriate.
Waiting Rooms	New chairs are now in the Tarpoley Waiting room. Waverton alterations are still a work in progress.	New chairs have been a hit with patients.
Car Parking	Informal representations have been made to various Parish Councils on the	On-going

	subject of parking and also written letter to planning department regarding expansion of villages.	
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Below is our 2014 Action Plan:

The Action Plan has been based on the 2014 Improving Practice Questionnaire Survey Results and issues raised at the PPG Meetings.

OBJECTIVE	ACTION TO BE TAKEN	BY WHOM	TIMESCALE
Telephone system.	Keep encouraging greater use of email ordering of prescriptions and making of appointments with leaflets and posters and via PPG.	Practice Manager, staff and GP's	1 year
Telephone Access to Doctors	Make more use of telephone calls from Doctors to patients where appropriate.	GP's and Reception staff	1 year
Comfort of waiting rooms (mainly Waverton)	Increased comfort whilst maximising capacity and reducing risk of infections	GP's, Manager. (Waverton Hall Committee)	1 year
Car Parking	Keep encouraging Parish Council to increase more parking nearby and planning departments re new proposed developments.	GP's Parish Council	1 year
Information about our practice.	Make more use of our website.	Practice Manager	1 year
Clinics in Tarvin	We have already added one extra Doctors clinic and 1 extra Nurses clinic in Tarvin. Keep reviewing.	GP's	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 G Kent Dr D Lister	
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.