



Dr Campbell & Partners
www.tarporleygps.gpsurgery.net

Patient Participation Group Annual Report

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 7710 patients with age groups:-

Under 16	1474
17-24	535
25 – 44	1579
45 – 64	2262
65 – 74	1043
Over 74	817

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.

Seven patients volunteered to join the group:

- A mix of male and female
- Range in age from 63 – 74
- 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.

We held our first meeting in November 2011 and was attended by Senior Partner, 5 of the 7 members, the Practice Manager and Senior Administrator.

Dr Campbell opened the meeting with an overview of the Practice and the purpose of the Group meetings and explained the changes in healthcare – local involvement and the Western Cheshire PCT. The group discussed the future of practices in general.

A sample questionnaire was given to the Members and discussed. All members agreed that we send out a similar questionnaire to the sample. We used a company called cfep UK surveys, they produced the questionnaire and completed the analysis.

Our second PPG meeting was held on 9th February 2012. The results of the survey had not been received at the Practice in time for this meeting so it was agreed to send the results electronically to the group and agree an action plan.

Our next PPG meeting will be held on Thursday 24th May 2012.

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

IMPROVING PRACTICE QUESTIONNAIRE RESULTS:

Number of patients providing feedback: 175 = 2.2% of the practice population.

Our Patient Feedback:

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

Questions:	Our mean score (%)	National mean score (%)
About the practice		
Q1 Opening hours satisfaction	67	65
Q2 Telephone access	49	61
Q3 Appointment satisfaction	66	67
Q4 See practitioner within 48hrs	61	62
Q5 See practitioner of choice	58	57
Q6 Speak to practitioner on phone	57	59
Q7 Comfort of waiting room	56	65
Q8 Waiting time	59	55
About the practitioner		
Q9 Satisfaction with visit	77	79
Q10 Warmth of greeting	82	81
Q11 Ability to listen	81	81
Q12 Explanations	78	80

Q13 Reassurance	79	79
Q14 Confidence in ability	81	82
Q15 Express concerns/fears	78	80
Q16 Respect shown	82	83
Q17 Time for visit	77	73
Q18 Consideration	76	78
Q19 Concern for patient	78	79
Q20 Self care	76	80
Q21 Recommendation	80	81
About the staff		
Q22 Reception staff	75	75
Q23 Respect for privacy/confidentiality	74	74
Q24 Information of services	70	71
Finally		
Q25 Complaints/compliments	66	65
Q26 Illness prevention	68	68
Q27 Reminder system	63	66
Q28 Second opinion/comp medicine	63	66
Overall Score	71	72

Survey Action Plan:

The action plan was developed based on the results of the patient survey and other issues raised by the PPG.

OBJECTIVE	ACTIONS	PROGRESS
Raise awareness of our new website	Add information in our next and following newsletters	Complete
Reduce wasted appointments	Write to patients who constantly do not attend their appointments. Include figures in Newsletter. Put posters in waiting rooms.	Included in Autumn Newsletter. Posters in waiting rooms. Ongoing
Comfort of waiting room	Consider possible refurbishment of waiting room in Tarporley.	To be discussed at next GP meeting.
Telephone access	Consider more staff manning telephones at peak times. Investigate further a new phone system.	To be discussed at next GP meeting.

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 N O'Callaghan	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 N O'Callaghan	Dr G Chappell	
By appointment Evening surgery	Dr G Kent			Dr G Chappell
THURSDAY By appointment Morning Surgery	By rota		By rota	
By appointment Evening surgery	By rota		-	By rota
FRIDAY By appointment Morning surgery	By rota	By rota		By rota
By appointment Evening surgery	By rota		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.