

CHERITON BISHOP & TEIGN VALLEY PRACTICE

LOCAL PATIENT PARTICIPATION REPORT

Date Published March 2014

A Description of the profile of the members of the PPG:

- There are 12 members in the Practice Patient Participation Group and the majority of members have been part of the group since it began
- The group is made up of 5 Males and 7 Females
- Ethnicity: White British
- Age Range: 40-85
- Each member of the group live and represent a different part of the Practice Area
- There has been one change to the committee this year where one person left and another was put in post in her place

A description of what steps the Practice has taken to ensure that the PPG is representative of its registered patients and where a category of patients is not represented then what steps have been taken by the Practice in an attempt to engage with those patients:

Practice Profile:

List Size = 4,699 as at 21 March 2014

Under 65	3,547
65-74	686
Over 75	466

The Practice has a very small population of approximately 70 Patients of Asian or Asian British, Indian Mixed or European Ethnicity.

The Practice and PPG continue to make every effort to be as representative as possible of the overall Practice population but we find the older retired men and women are still more inclined to commit to the PPG. That said, our new member is a working lady in her 40's with a young family and the PPG have contacted groups with young mothers to try to promote interest to join the committee.

A description to be entered in around how the Practice and the PPG determined and reached an agreement on the issues which had propriety within the Local Practice survey:

The PPG prepared their own Practice Survey and distributed to patients within the practice. This was done within the practice where patients could complete it and either give back to our Receptionists or leave in a box provided by the PPG, for their collection. Members of the PPG also took the survey to a Young Farmers Meeting and to the local Primary Schools where they were able to give the survey out to a young demographic of patients who may not regularly attend the practice.

The results were collated by the PPG and discussed at two meetings between the Practice and the PPG committee members. The views and comments of patients were discussed .

It was reassuring for the Practice to hear that the majority of patients are very happy with the service provided and it was seen that there were no issues needing immediate attention from the PPG or the Practice. The questions asked and comments from the survey centred around information sent out regarding the new 111 Service and Care.Data. The survey showed that only 33% of patients were aware of the 111 Service despite national and local advertising and 47% were unaware of the Care.Data which also received a national campaign of advertising. It was decided at the meeting that the PPG would put out more information via our local magazines and the Practice would continue to display posters and leaflets. 55% of patients also said they were unaware of the work of the PPG so it was decided that the group needed to look at new ways to promote themselves over the coming year.

A Description of the action which the Practice, the PCT intend to take as a consequence of discussions with the PPG in respect of the results, findings and proposals arising out of the local Practice Survey

Action Plan

- Continue to promote the PPG to our patients
- The PPG Chairman and Secretary regularly attend the Mid Devon PPG meetings which enables them to keep up to date with important information available from the CCG and other NHS issues. This enables them to bring valuable information back to the group and the practice and also be well informed when dealing with questions or queries from patients.
- Continue to have a PPG attendance on the Mortonhampstead Steering Group to help the Practice and its Patients have an input into the new Hub services which will be a valuable service to our patients
- The PPG is now well established and in its third year and regular bi-monthly meetings will be continued. If, during the course of time, members retire from the group, it will be the aim of the remaining members to ensure they recruit a member who is representative of the overall population of the practice.

A description of the opening hours of the Practice premises and the method of obtaining access to services through the core hours:

The Main Practice Surgery at Cheriton Bishop is open from 8am to 6pm daily and late night opening from 8am-8pm on a Tuesday. Access to the Dispensary Services is from 8am-6pm Monday to Friday and can also be accessed for ordering medication 24 hours every day via our online services.

The Branch Surgery at Christow is open Monday and Tuesday mornings 8.30am-12noon and Wednesday, Thursday and Friday Afternoons from 1.30pm to 6pm. Medication is available for collection during those opening times.

