

## CHERITON BISHOP & TEIGN VALLEY PRACTICE

### LOCAL PATIENT PARTICIPATION REPORT

Date Published March 2013

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

- There are 12 members in the Practice Patient Participation Group and these 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

#### **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 = 4,711

Under 65 3,559

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 has continued to make every effort to encourage and assist the PPG to become as representative as possible of its overall population, but it continues to be difficult to encourage certain groups to join the Group and give up their time, especially young and working men and women. We still find that the older, retired men and women are more inclined to commit to the PPG and we feel very fortunate that our group has remained very stable with all meetings being well attended. However the PPG continue to remain very active within our community and are always ready to approach and enrol prospective new members.

#### **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 results of the Practice survey were discussed at a full Practice meeting and also a PPG meeting with a GP and Practice Manager attending. The views and comments of patients were fully discussed and it was from these discussions that agreement was reached on the issues which had propriety.

**A description of how the Practice sought to obtain the views of its registered patients**

The Practice took part in the CFEP UK Survey and results were officially collated by them. Copies of the survey forms were given out to patients at our main surgery at Cheriton Bishop and our Branch surgery at Christow. The completed forms were placed into a closed collection box to maintain anonymity.

**A description of how the Practice sought to discuss the outcomes of the local survey and the Practice's action plan together**

The Patient Survey was discussed at a full practice Meeting and also at our monthly PPG Meeting and the Practice's action plan was put together to enable us to offer a response on behalf of the practice and PPG

**A description of the findings or proposals that arose from the local Practice survey and what can be implemented and if appropriate reasons why any such findings or proposals should not be implemented**

**The finding from the Local Practice survey and Practice Response is as follows:**

**Patient Comment:**

Anyone without a car has a long way to travel to firstly bring a repeat prescription and then secondly to come yet gain to collect. Is there any way medicine could be collected at Tedburn St Mary?

Medication drop offs at home

**Practice Response:**

Repeat prescriptions can be ordered by one of our on-line services 24 hours a day and can also be sent by post or faxed to our Dispensary. One of the services ACORN Community Support offers is to deliver medication and this includes the Tedburn St Mary area. We can provide contact details or ACORN also advertise widely in the Parish magazines, etc.

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**Patient Comment:**

As I'm very old and have to have regular blood taken it would help for a nurse to visit my home

**Practice Response:**

This comment was anonymous, so it would be very helpful if this patient would contact the surgery and we could look at ways in which we could be of help either with our own Practice Nurses or maybe the Community Nurse team

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**Patient Comment:**

Evening appointments  
Open Saturday am/ Saturday surgery

**Practice Response:**

The Practice have evening appointments at Cheriton Bishop Surgery every Tuesday until 8pm. Also, to compliment this we have a walk in surgery each morning from 8am-9.30pm to enable working patients to attend the surgery out of working hours.

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**Patient Comment:**

Actual surgery hours on website also easier access to web-site would be beneficial

**Practice Response:**

The surgery hours are clearly displayed on our Practice Website and also available in our Practice Leaflet if a paper copy is preferred. Our Web site has recently been updated and is now easy to access

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**Patient Comment:**

When I request repeat prescriptions through the general practice email address I usually receive a response telling me it is ready. On the occasions when I have requested the same via the pharmacy email address, I have received no reply whatsoever, making me wonder if the prescription is ready. If a standard email could be sent out as a matter of course that would be really helpful.

**Practice Response:****A summary of any evidence including statistical evidence relating to the findings or basis of proposals arising out to the local Practice survey**

A total of 161 Patient Survey Questionnaires were completed and returned

94% of all patient ratings about our Practice were Good, Very Good or Excellent

4% of Questionnaires were blank where asked for comments

Further Comments from Patients which are extremely encouraging for the Practice:

- Wonderful
- This Practice is excellent
- No improvement needed
- The practice provides an excellent service to me and my family
- Very pleased throughout with this service and friendliness and availability of doctors
- I am fully satisfied with the service provided by this practice
- Very pleased with the service provided
- I'm happy with service
- Excellent in every way
- I've always been impressed by the flexibility of this practice and the quality of staff, doctors and dispensary

- Cannot be improved
- All very good
- Very good, no complaint
- All round excellent practice. Very fortunate to be a patient
- I feel the service is excellent and not sure how possible it is to improve it
- The best practice I have ever attended

**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**

**Practice Action Plan**

- The PPG is now well established but still encourages new membership to ensure it is Representative of the Practice registered patients
- Continue to maintain good communication and open dialogue between the Practice, PPG and Patients
- The Practice Web Site is now up and running and has a separate Tab on the front page for PPG information and Practice survey's with their results. This will be updated regularly with information for patients
- To continue to monitor communication between Patients and the Dispensary
- To ensure delivery of medication to Christow and Dunsford remains efficient and to look at ways we can improve access to the Tedburn area in particular

**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 is open from 8am to 6pm daily and late night opening from 8am to 8pm on a Tuesday. Access to the Dispensary Services is from 8am to 6pm Monday to Friday and can also be accessed 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-6pm

**A description of any extended opening hours that the Practice has entered into and which health care professionals are accessible to registered patients**

The Practice offers extended opening hours at the Cheriton Bishop main surgery every Tuesday evening until 8pm