

St Mary's Island Surgery

Patient Participation Annual Report 2013

Requirement 1

Provide a description of the profile of the members of the PRG

Member 1; a working mother in her 30s representing a significant proportion of registered patients

Member 2; an elderly person who needs to access the surgery on a regular basis

Member 3; a retired person with an abundance of experience.

Requirement 2

Detail the steps taken by the contractor to ensure that the PRG is representative of its registered patients and where a category of patients is not represented, the steps the contractor took in an attempt to engage that category

Dr and nurse practitioner approached patients attending appointments over the period of one month enquiry regarding their availability and interest in becoming part of the patient reference group.

Many patients, though interested, were too busy with other commitments

Others cited difficulty in attending likely meetings

Interested parties asked to submit details at reception. However only a very small proportion of those expressions of interest subsequently submitted details to reception

Underrepresentation in the following categories; single commuters, patients with disabilities

Consideration is currently being given to changing the setup to that of a virtual PRG allowing greater input

Requirement 3

Provide details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey

Following discussion amongst the attending patient representatives it was agreed to prioritise the introduction of a new system whereby appointments in the morning would be granted on an alternating basis to queueing and phoning patients.

The addition of further clinical work force on the Monday at half day Tuesday followed on after this change

Requirement 4

Describe the manner in which the contractor sought to obtain the views of its registered patients

Local practice survey achieved through holding a well publicised open meeting in the community hall in August 2011.

Responded to concerns and frustrations raised regarding apparent preference given to patients cannot attend surgery premises in person first thing in the morning and therefore secure appointments to the disadvantage of patients calling from home.

Responded to concerns raised by many within a public meeting of difficulty getting an appointment especially at the beginning of the week

Requirement 5

Detail the steps taken by the contractor to provide an opportunity for the PRG to discuss the contents of the action plan

Action plan agreed that original meeting. No objections raised

Requirement 6

Provide details of the action plan setting out how the findings or proposals arising out of the local practice survey can be implemented and, if appropriate, reasons why any such findings or proposals should not be implemented

The two proposals have already been implemented in full.

Requirement 7

Provide a summary of the evidence, including any statistical evidence, relating to the findings or basis of proposals arising out of the local practice survey

Whilst there is currently no statistical evidence, there are the following qualitative observations;

There is less of the pressure for appointments towards the middle and end of the week since the introduction of an additional clinical member of staff on Mondays all day and half day Tuesday

Patients are very accepting of the alternate booking system mentioned above. There have been no complaints about this process

Requirement 8

**Confirm details of the action which the contractor,
i. and, if relevant, the PCT, intend to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local practice survey
ii. where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2013, has taken on issues and priorities as set out in the Local Patient Participation Report**

i) + ii) confirmed

Requirement 9

Detail the opening hours of the practice premises and the method of obtaining access to services throughout the core hours

Monday to Thursday 8:30 AM to 6 PM

Fridays 6:30 AM to 1 PM

Access to service during core hours via telephone; (01634) 890712 or attending the surgery premises in person

Requirement 10

Clarify where the contractor has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients

St Mary's Island Surgery has an extended access scheme whereby patients are able to pre-book Dr appointments on Fridays between 6:50 AM and 7:40 AM.