

**EASTBURY GP SURGERY &
PATIENT PARTICIPATION GROUP REPORT
2012-13**

Practice Population Profile

Total registered patients: 7,383.

Gender: 48% male & 52% female.

Age profile: 15% children (0-14 years); 35% young adults (15-44 years); 28% middle-aged adults (45-64) and 22% elderly patients (65+ years)

Patient Participation Group (PPG) Profile

The PPG now has 140 members, a significant increase over the previous year. Of these 60% are female, 40% male with an age range of 25 to 85+. The ethnicity breakdown is:

White British 73% Asian 10% Other 10% White European 7%

During 2012, following initial attempts to develop a PPG, a properly constituted PPG was inaugurated at a widely advertised General Meeting in November at which an Executive Committee was formally elected. The Committee now consists of 10 members (5 female, 5 male) and includes one co-opted as Membership Secretary. The Committee currently meets monthly. The Surgery has provided some funding to cover initial running costs – stationery, postage, etc. – so that the PPG is now better able to concentrate on the promotion of awareness of the Group's existence and recruitment of new members as well as seeking ways to enhance the Surgery's services..

The Surgery has made notice board space available for the use of the PPG to enable the display of Executive Committee Minutes and other relevant information. Application forms to join the PPG are readily available in the Surgery and, when completed, can be "posted" in an adjacent locked box which can also be used for members to deposit suggestions, comments, etc.

The PPG's first Newsletter was issued in December 2012 and a second in February. It is intended to publish one bi-monthly.

The PPG is anxious to increase membership from amongst differing ethnic groups and will encourage this whenever possible.

Action taken on certain matters arising from Report for 2011/12

Two matters were highlighted in the Report for 2011/12 and particular attention has been given to them – first, the processing of repeat prescription requests and, second, the difficulty in making appointments. Two sub-committees were established to look into both. The repeat prescription issue was discussed at length with the Practice Manager and representatives from the Primary Care Trust and from local pharmacies. In consequence revised guidelines have now been issued for all patients. The situation appears to have improved with repeat prescription requests being fulfilled normally within two days.

As far as the making of appointments with clinical staff is concerned, discussions with the Surgery are on-going. It is hoped that a Triage system will be in operation soon and this should help to alleviate the problem. The PPG welcomes this and will assist in explaining its purpose to its Members. It is recognised that further improvements are required and this issue

remains at the forefront of discussions between the Surgery and the PPG along with the problem caused by the number of unkept appointments.

Patient Survey – February 2013

A comprehensive survey amongst patients was carried out during February 2013. The survey was compiled by members of the PPG Executive Committee and agreed with the Surgery. Copies of the survey form, whose printing costs were met by the Surgery, were made available in the Surgery's Reception and, whenever possible, one was handed to every patient at the end of their consultation.

450 forms were printed of which 179 were returned completed, 197 taken but not completed and 74 not taken.

The results of this survey are summarised as follows:

Clinical Care

There is overall satisfaction with the clinical services provided by the Doctors and Nurses; the survey also shows overall satisfaction with the way the administrative staff attempt to respond to patients' requests.

1. Respondents found clinical care to be satisfactory:- 68 % said "very good".
2. Respondents found waiting times for their consultation disappointing:- 39 % having to wait more than 20 minutes
3. Once they saw their clinician, they, by and large, were satisfied and had confidence in their clinician:-67%

Surgery Appointments System

The survey does show that the greatest problem relates to obtaining appointments to see either a named Doctor or indeed any Doctor.

However, several respondents commented that by declaring themselves an "emergency", they can be seen reasonably promptly.

In this respect, the system that the administrative staff are required to operate does not give the results desired by the surgery's patients.

Some of the comments made by respondents are as follows:

1. The computer booking-in system is not always functioning.
2. Long waiting times to be seen by the receptionist, especially at peak times when a second receptionist would mitigate that problem.
3. Telephone access takes far too long said 76% of the respondents.
4. Over half of the respondents indicated that it takes a week or more to get an appointment to see any Doctor; 46% of respondents found this to be "poor to very poor".
5. When requesting to see a named Doctor 80% of respondents said it takes more than one week, 64% rated this as "poor or very poor". Respondents stated they "would like to see the same Doctor for consistency of care". They were told that seeing a named Doctor could take considerably more than one week.

Information and reading matter available in Reception

Some 39% of respondents had looked through the NHS style leaflets.

Many thought them to be informative (74%); respondents did suggest that more information might be made available about local support groups including those available at Mount Vernon and Hillingdon hospitals.

Information leaflets on “ulcerative colitis”, “vasovagal syncope”, “diabetes” and “eye problems” were also suggested.

Surgery Opening Times

Whilst 70% of respondents indicated that the opening times were suitable for them, 30% replied that they were not. A number of respondents included opening on Saturday mornings as their preferred option.

Recommending the Surgery

Only 24% of respondents said they would definitely recommend this surgery, whilst 42% said they probably would recommend the surgery to friends.

Understanding the Respondents

66 % of Respondents are female; 34 % are male

The age groups are as follows

Under 16	1%
16-44	21%
45-64	27%
65-74	26%
75+	25%

Disabled

Yes	9%
Not disabled	91%

Ethnicity

White British	72%
Other Caucasian	3%
Asian or Asian British	16%
Others	4%
Not stated	5%