

2013-2014 PATIENT PARTICIPATION REPORT

The Vauxhall Surgery

<p>A description of the profile of the members of the PRG</p>	<p>There are 6 active members of our PPG. 4 female and 2 male, 1 Chinese, 1 Black Caribbean, 1 Portuguese and the rest are White British and Irish, 4 employed (2 professional), 1 unemployed, 1 retired.</p> <p>Ages 20-30 years = 1. 30-40 years = 0. 40-50 years = 3. 50-60 years = 0. 60-70 years = 1. 70+ years = 1.</p> <p>The format of our PPG is face to face with meetings every 12 weeks inclusive of only 1 virtual clinic annually. This is to accommodate those who are less computer literate and would prefer a face to face meeting (evenings, to encourage working population participation).</p> <p>Elderly members are offered an escort</p> <p>We have convened quarterly (4 meetings) between 1.4.13 and 31.3.2014.</p>
<p>The steps taken to ensure that the PRG is representative of our registered patients and where a category of patients is not represented, the steps we took in an attempt to engage that category</p>	<p>Over a third of the practice list, 37.3%, are from traditional ethnic minority groups. Our largest non-white ethnic group is Black African, 11.8%, followed by Black Caribbean, 10.1%. 3.6% of our list are from South Asian backgrounds and 3.1% are Chinese or from other Asian groups.</p> <p>Those with a white background make up 62.7%.</p> <p>Inclusion to the PPG is offered to all patients (through practice leaflet, jayex board, noticeboard and verbally by all members of the practice team). We encourage disabled patient participation. We hope that by using a text messaging system next year this will encourage more patients to join. We aspire to increase our PPG over the next year, prioritising a more representative view of our patient population.</p>
<p>Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey</p>	<p><i>Year 1 (2011-12) Priorities and Actions</i></p> <p>Access to the surgery was a priority last year and we have just completed works inclusive of permanent disabled access which will enable increased ease of access to disabled people.</p> <p>An improvement grant was applied for successfully from the PCT and we are pleased to say a massive refurbishment has taken place.</p> <p><i>Year 2 (2012-13) Priorities and Actions</i></p> <p>Our patient survey indicated the need for a better telephone system incorporating an 'in line' message service. We have listened to this and a new system has been installed in the last week.</p> <p>The length of waiting time for a routine appointment was highlighted and it is our intention to discuss this at our next practice meeting and seek a resolution.</p> <p>Overall patient satisfaction with the practice was very good with specific regard to prescription ordering and collecting and politeness/friendliness of staff.</p> <p><i>Year 3 (2013-14) Priorities and Actions</i></p> <p>A resolution to the waiting time for a routine appointment has been resolved with an extra GP being available for 3 sessions weekly.</p> <p>An annual patient survey was carried out to seek the views of access and convenience of appointments.</p>

	Nurse	
	Monday	08.30 am – 12.45 pm 13.15 pm – 17.00 pm
	Tuesday	11.00 am – 14.00 pm 15.00 am - 19.30 pm
	Wednesday	08.30 am – 12.15 pm 13.15 pm - 17.00 pm
	Thursday	08.30 am – 12.15 pm 13.15 pm - 17.00 pm
	Fridays, alternate	08.30 am – 12.15 pm