

THE DEERBROOK SURGERY

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Local Patient Participation Group Report

a) The group consists of 5 patients members and two practice staff members with two patients in reserve. The profile of the group is as follows:

- 1 Female Practice Manager
- 2 Female Reception Manager/HCA
- 3 Self employed male aged 75
- 4 Retired male aged 79
- 5 Employed male aged 46
- 6 Employed female aged 41
- 7 Student female aged 51

b)The practice widely advertised applications for the group within the practice including the patient call board. Staff members pointed out the application to patients when they came in to the practice. We did not contact people by telephone or email. We did not wish to intrude or coerce patients. We tried to engage patients from all represented groups and we have the above. We also have two male patients on the reserve list and will continue to actively recruit a more diverse group.

c)Discussed the questionnaire with the PPG at a meeting where the practice has agreed to look at the issues highlighted by the questionnaire namely booked appointments and waiting times. The practice has agreed to look at our current system with a view to changing to booked appointments which will alleviate the waiting time highlighted in the questionnaire.

d)We handed out the GPAQ questionnaire with the approval of the patient participation group. This was randomly given to patients who attended the surgery.

e)The GPAQ questionnaire was discussed fully at the PPG meeting where points as above were discussed. We are also publishing the result on the website and the results will be available in the waiting room.

f)The practice agreed that the findings of the questionnaire in particular around booked appointments and waiting times had to be addressed. The practice will be making changes to the current system giving due notice of any changes to patients and widely advertising this in the surgery, on the website and also on our telephone system.

g)GPAQ questionnaire is attached to the PPG template and highlights the areas as above.

h)Details of actions:

i)As above practice will look to change its current appointment system in the very near future. Will advertise widely and have already made contact with the PCT earlier this year regarding how to manage any changes we make in the practice.

ii) This is the first formal set of initiative by the group. We have completely taken on board the main findings of our survey and, in agreement with the PPG, will hopefully be implement a new appointments system in the very near future.

i) Please find attached practice leaflet. Opening times are also widely advertised in the practice and on the outside door including out of hours information. This information is also now available on our website.

j) Please find attached practice leaflet which indicates these times and as above are also widely advertised and on the website.