

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 currently 8.30 a.m. – 12.00 noon and 2.00p.m. to 6.00 p.m. 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.

NATIONAL GENERAL PRACTICE PROFILES

PROFILE FOR

THE DEERBROOK SURGERY

216 NORWOOD ROAD, LONDON, SE27 8AW

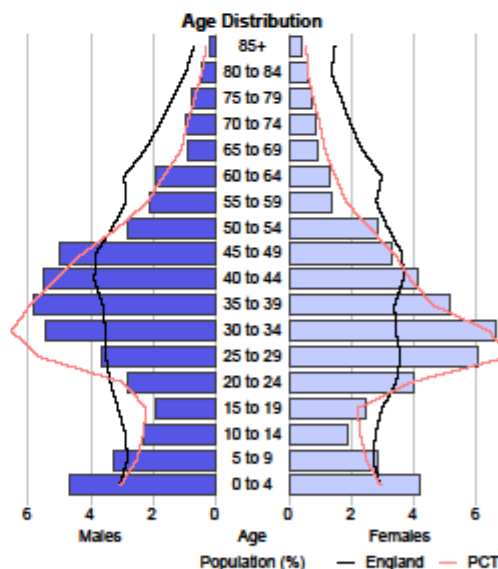
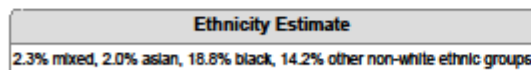
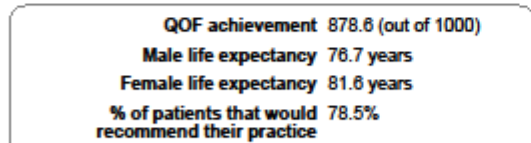
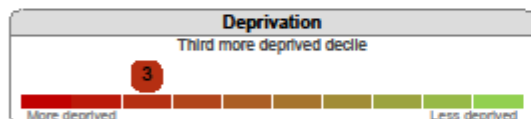
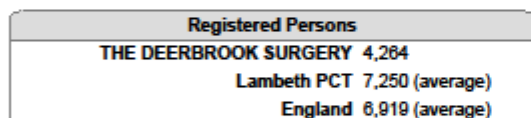
These profiles are designed to support GPs, clinical commissioning groups (CCGs) and PCTs to ensure that they are providing and commissioning effective and appropriate healthcare services for their local population. Using a variety of graphical displays such as spine charts and population pyramids, the tool presents a range of practice-level indicators drawn from the latest available data, including:

- local demography;
- Quality and Outcomes Framework domains;
- disease prevalence estimates;
- admission rates; and
- patient satisfaction.

In addition to displaying individual practice profiles, the web tool allows you to view summary profiles for PCTs and CCGs. Each practice can be compared with its PCT, CCG and with England, and also with the practices in the same deprivation decile and 'peer group' (although PDF generation is limited to PCT, CCG and England comparisons). The profiles do not provide an exhaustive list of primary care indicators, but they do allow a consistent approach to comparing and benchmarking across England. More indicators will be incorporated as the tool is developed further.

The profiles have been designed as a web tool and the full functionality is only available via the web version. For more information consult the User guide and FAQs via the Supporting documents tab on the web pages.

The development of this tool has been led by erpho, the East of England Public Health Observatory, on behalf of the network of PHOs in England. For further information contact: feedback@erpho.org.uk



www.apho.org.uk/PracProf