



# Dartmouth Medical Practice

## Local Patient Participation Report

Date Published: 28.3.2014

This report is available via our website, [www.Dartmedical.co.uk](http://www.Dartmedical.co.uk), our regular monthly newsletter and copies are also available in the surgery.

### A description of the profile of the members of the PPG:

The group consists of 13 members. A chair, vice-chair and secretary have been elected. The group has representatives from all parts of the Practice area, including the rural villages. The age range is from mid thirties to 70+. The breakdown of members is as follows, one member aged 30-40 male, one member aged 30-40 female, one members aged 50-60 male, one members aged 50-60 female, two members aged 60-70 male and two members aged 60-70 female, one member aged 70+ male and four members aged 70+ female. The group also has representatives from the Practice. Dr Mackeachan, Dr Eynon-Lewis, Dr Morris and Kathy Congdon, Practice Manager. The ethnicity of all members of the group is White British. The age/sex register of our Practice is shown below,

Male under 30	1107	Female under 30	1037
Male 30-60	1393	Female 30-60	1452
Male 60-80	1235	Female 60-80	1211
Male 80+	261	Female 80+	422

The ethnicity of the practice population is mainly White British. Our list size is predominantly leaning towards the over 65 age group. We regularly try to encourage patients from the younger age ranges to join the group. The group has a cross section of patients, some who use the Practice regularly, some who are carers and others who have an interest in improving specific services offered by the Practice. All members wish to work with the staff and GPs to assess the community needs and help the Practice to implement and improve services. The group has their own page on our practice website.

### A description of what steps the Practice has taken to ensure that the PPG is representative of its registered patients and where a category of patients is not represented then what steps have been taken by the Practice in an attempt to engage with those patients:

The main category of patients that we have been unable to engage with is the under 30 years of age group. We have advertised in the surgery and on our website. We have had 2 public forums over the past twelve months and have asked for new members to join the group at each of these forums. We regularly have press releases giving details of the group's work and also our regular practice newsletter, which is sent to all those patients on our mailing list plus copies are available in the surgery. All of these press releases, newsletters etc are sent to the parish councils as well. We are actively campaigning to attract younger members to the group and have targeted local schools and colleges in our efforts to try and get young adults to join the group. The group is also keen to collect email addresses from patients to enable them to circulate any electronic newsletter, or Practice information, to as wide a population as possible.

**A description to be entered in around how the Practice and the PPG determined and reached an agreement on the issues which had propriety within the Local Practice survey:**

The PPG has discussed several topics, both amongst the group and with patients, and has compiled a patient survey for the last 3 years. Topics from the previous surveys and general themes from patients have been taken forward by the group and have been included in this year's survey.

**A description of how the Practice sought to obtain the views of its registered patients**

The 2014 survey has been in circulation for approximately 4 weeks, again via our website and in the surgery. GPs and staff have also been asking patients to complete the survey.

The survey has been analysed by survey monkey and the results were brought to a group meeting for discussion.

We also have a quick 30 second feedback card for patients to complete at any time, and a suggestion card for those patients who wish to share their ideas with us.

**A description of how the Practice sought to discuss the outcomes of the local survey and the Practice's action plan together**

The results of the survey were discussed at a PPG meeting.

There were 314 replies to the survey.

21% of patients asked in the 2014 survey said they were fully satisfied with the appointment system.

47% said they were fairly satisfied with the appointment system.

35% said they were fully satisfied with the review and renewal of repeat prescriptions, whilst 37% said they were fairly satisfied.

68% of patients said that continuity of care was very important to them.

58% said they were fully satisfied with their treatment by the reception staff and 37% said they were fairly satisfied.

The overall experience of Dartmouth Medical Practice was 49% of the patients who completed the survey said they were fully satisfactory and 45% said they were fairly satisfactory.

There seemed to be a lack of knowledge of the availability of booking appointments, and ordering prescriptions, online.

**A description of the findings or proposals that arose from the local Practice survey and what can be implemented and if appropriate reasons why any such findings or proposals should not be implemented**

Continuity of care was shown to be of very high importance to patients. The PPG felt strongly that patients should be made aware that, although many GPs work part time, patient care was always their utmost concern. It was decided a patient leaflet should be devised which would give patients information on what happens when their GP is away, what happens to blood test results, hospital discharges etc. Online booking of appointments and prescription requests would also be given more publicity.

**A summary of any evidence including statistical evidence relating to the findings or basis of proposals arising out to the local Practice survey:**

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35% said they were fully satisfied with the review and renewal of repeat prescriptions, whilst 37% said they were fairly satisfied.  
68% of patients said that continuity of care was very important to them.  
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**A Description of the action which the Practice, the PCT intend to take as a consequence of discussions with the PPG in respect of the results, findings and proposals arising out of the local Practice survey. If this is the second year of the scheme detail here any changes and issues since the 31<sup>st</sup> March 2013 local patient participation report was completed.**

The repeat prescribing schemes operated with the local pharmacies have improved over the last year. The electronic prescribing scheme has now been introduced and, after a few teething problems, is working well. This service enables patients to order prescriptions and for the pharmacy to pick that request up electronically. Therefore avoiding the need for the patient to collect a paper script from the surgery. We have also tried, over the last twelve months, to find as many ways as possible to communicate with our patients. This is still work in progress and we are collecting email addresses from patients. The main focus this coming year will be to make further improvements to our communication channels and to initiate the patient information leaflet. We hope to continue to make improvements to our services throughout the coming year with the help and backing of our patients and the PPG.

**A description of the opening hours of the Practice premises and the method of obtaining access to services through the core hours:**

The surgery is open from 8.30 am to 6pm Monday to Friday, except Tuesday between 2 and 2.30 pm, when we are closed for staff training. Patients can contact the surgery in person, via phone or by email. Prescriptions can be ordered via phone each morning, or by email, or by dropping the request into the surgery. We operate the electronic prescribing system to enable patients to receive their prescriptions more quickly and to avoid the necessity to collect it from the surgery. Local pharmacies run the repeat ordering scheme. Patients can also book appointments online.

**A description of any extended opening hours that the Practice has entered into and which health care professional are accessible to registered patients.**

The surgery is open for booked appointments every Saturday morning from 8.30 am to 12.30 pm. The healthcare professional available at these sessions is a GP.