

The Deepings Practice - Local Patient Participation Report

The Deepings Practice currently has an active Patient Participation Group (PPG). In October 2011 the group were asked to assist in balancing the demographics of a newly referred to "Patient Reference Group (PRG)".

At the August meeting of the PPG the suggested actions of the Practice were discussed and agreed. An open day was held at the Deepings Community Centre on Wednesday 7th December to meet residents, talk to them about the Practice, see if they had an interest in joining the PRG, ask their views on the services provided by the Health Centre. This was repeated on Wednesday 8th February at the Ginton branch surgery.

At the open days, PPG members had the chance to talk to patients of the Practice and were able to reach those that would not normally have been able to submit their opinion if they hadn't used the services at the surgery for a period of time. The community centre, in particular, is a busy place; having lots of classes and group meetings, with a wide demographic.

The open days were published on the Deepings practice website and also in the village and town advertiser. Posters were also placed in both the main surgery and in the branch surgery.

During meeting of the PRG in January, discussion took place on the progression of the PRG, as well as potential survey questions taking into consideration the feedback already received on the PRG "open" days.

The 2012 Practice Survey was done between 9th and 23rd March 2012. It was placed on the Practice website, sent to PRG representatives, PPG members helped patients in both surgeries complete them and it was sent to the sixth form of the local school to complete.

In total 422 surveys were completed for the Market Deeping surgery and 75 for the Ginton surgery.

The findings of the survey were compiled and presented to the Partners and staff at the target closure afternoon of Monday 26th March 2012.

At the Patient Participation Group meeting on Tuesday 27th March 2012, the survey findings were also presented.

The following were the suggestions and agreed actions for the PPG for the coming year:

- 30 surveys had comments regarding perceived car parking issues at the Market Deeping surgery. PPG have been asked to look at our car park and report back on the way it is used. The Practice will consider the management of the building and the spread of services on completion of the audit.
- 21% of patients commented that their wait for an appointment was too long. PPG were asked to come into the surgery at various times throughout the year and complete a demand survey audit.
- PPG will also be auditing for Out of Hours service – are our services provided for long enough, Saturday mornings etc. Patients' comments (8%) considered OOH service poor.
- PPG were also asked to conduct more training in the surgery on the self-check-in machines which will enhance patient pathway through the building.