

AKERMAN MEDICAL PRACTICE

Patient Participation Action Plan



Date: 30th March 2014

The profile of the current patient participation group for Akerman Medical Practice is as follows.

Age	Gender	Ethnicity i.e.Black/British; Black/African etc	Is the patient currently registered at your practice? Y/N (Please select from the drop down box)
65	Male	Black Caribbean	Yes
51	Female	Black Caribbean	Yes
55	Male	Black African	Yes
59	Female	White British	Yes
60	Male	White British	Yes
47	Female	Latin American	Yes
61	Female	Black Caribbean	Yes
49	Female	White Irish	Yes
53	Female	Black African	Yes
46	Male	Black African	Yes
61	Female	White British	Yes
60	Female	White European	Yes
72	Male	White British	Yes

In 2011 all practices were asked to set up Patient Reference Groups, the purpose for patients to be involved in decisions, around the range and quality of the services that Foxley Square Surgery now Akerman Medical Practice provide or future commissioned. Patients were invited to join and text messages and verbal information was given to whole population.

The focus of the group has been lost over the last year, but hopeful over the coming year it will gain more focus and meet more regularly

The latest survey was issued to the whole practice via by email or when they came into the practice, below is a copy of the survey that was carried out.

AKERMAN MEDICAL PRACTICE

Patient Participation Action Plan



1. In the past 12 months, how many times have you seen a doctor from your practice?
 - None
 - 1 -5
 - 5 – 10
 - 10 +

2. Rate the hours your practice is open.
 - Excellent
 - Good
 - Fair
 - Poor
 - Very Poor

3. How helpful do you find the receptionists at your practice?
 - Very helpful
 - Helpful
 - Fair
 - Not helpful
 - Not at all helpful

4. How easy is it to get through to the Practice on the telephone?
 - Very easy
 - Easy
 - Not easy
 - Very hard
 - Haven't tried

5. How easy is it to speak to a GP on the telephone?
 - Very easy
 - Easy
 - Fair
 - Not very easy
 - Not easy at all

6. How do you find the telephone consultations used at your practice?
 - Excellent
 - Good
 - Poor
 - Very poor

7. How do you rate waiting times at your practice when coming for an appointment?
 - Excellent
 - Good
 - Fair
 - Poor
 - Very poor

8. How do you normally book appointments at your practice?
 - In person
 - By phone
 - Online
 - Doesn't apply

9. How easy is it to book ahead in your practice?
 - Very easy
 - Easy
 - Not easy
 - Hard

10. How do you rate how quickly you get to see your chosen GP?
 - Excellent
 - Very good
 - Good
 - Poor
 - Bad

11. How long do you wait for your consultations to start?
 - Less than 5 minutes
 - 6-10 minutes
 - 11-20 minutes
 - 20-30 minutes
 - 30 minutes +

12. How good was the last GP you saw at giving you enough time?
 - Very good
 - Good
 - Fair
 - Poor
 - Very Poor

13. How good was the last GP you saw at listening to you?
 - Very good

- Good
- Fair
- Poor
- Very poor

14. How good was the last GP you saw at treating you with care and concern?

- Excellent
- Good
- Fair
- Poor
- Very poor

15. Do you have confidence and trust in the GP you saw at your practice?

- Yes
- Not at all

16. Overall, how would you describe your experience at your practice?

- Excellent
- Very Good
- Good
- Fair
- Poor
- Very poor

17. Would you recommend your surgery to someone who has just moved to your area?

- Yes
- No

18. Are you Male/female?

- Male
- Female

19. How old are you?

- Under 15
- 16- 45
- 46-59
- 60-74
- 75 and over

20. Do you have a long-standing health condition?

- Yes
- No

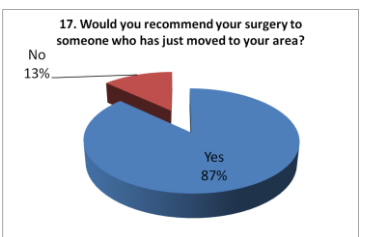
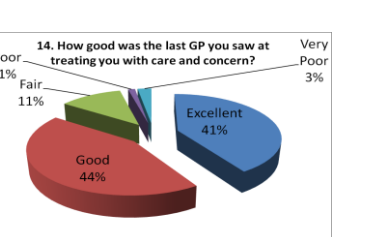
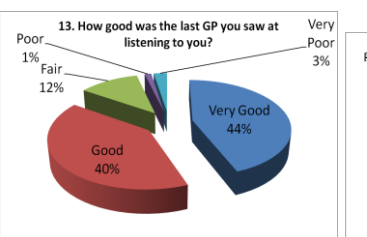
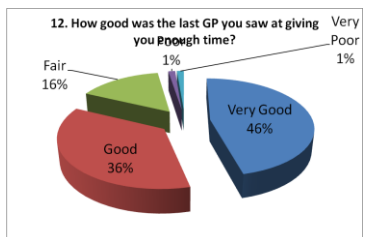
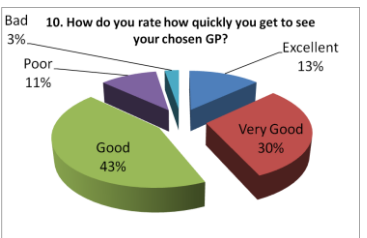
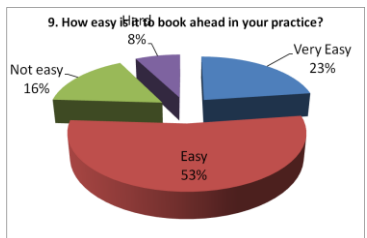
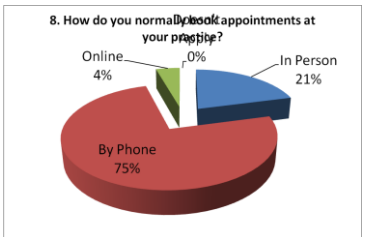
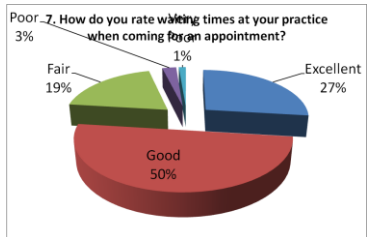
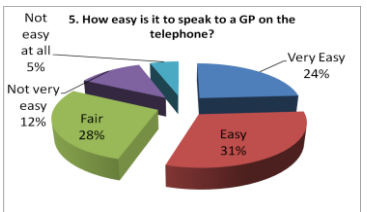
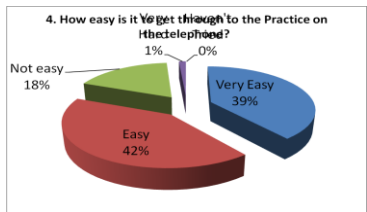
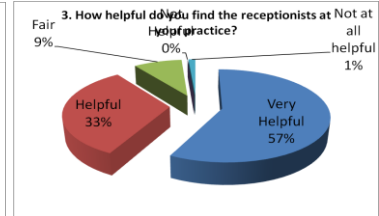
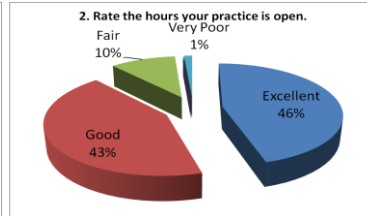
21. What is your ethnic group?

- White
- Black or Black British
- Asian or Asian British
- Chinese
- Mixed
- Other

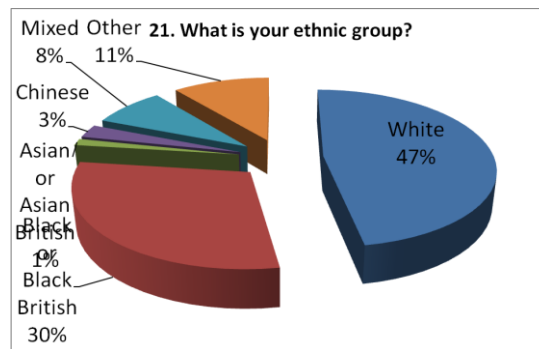
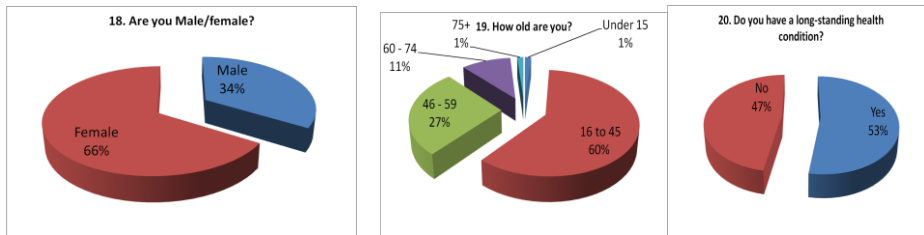
Akerman Medical Practice Patient Reference Group



Following the results of the survey which were given out they are to be analysed further for the next meeting.



Akerman Medical Practice Patient Reference Group



Action Points

These were raised at the last meeting held on the 25th March 2014 and are to be followed up and brought to the next meeting

Issues	Actions to be taken	By When
Agenda to be emailed out a week before meeting	Practice	
Best practice of other PPG and what makes them so successful	Admin to contact other surgeries	Immediately
Newsletter, as we used to have.	Admin	3 monthly Ready for next meeting
More signage around the building	Neil (Practice Manager) to ask at the next building user group	Ready for next meeting
What non nhs service are likely to come into building	Neil to talk to building manager and see what plans have been made	Next meeting

Thank you

To every patient who has supported the practice by engaging with the patient reference group, by completing a survey or by feeding back your concerns or ideas.

Please keep them coming as we can only improve if you let us know what we are doing right and wrong