

New Court Surgery, Malvern

Patient Participation Group Annual Report 2013/14

1. The Practice set up a Virtual (email) Patient Participation Group in the summer of 2011. Invitations to join were sent to the email addresses of patients who regularly contact the surgery using that means of communication. In addition, notices were placed:

On the notice board in the waiting room
On the electronic displays in the waiting room
On our Patient Registration Questionnaire
On the Practice Website
On the NHS Choices Website.

2. Membership of the group has since increased to 142. We have consulted upon the content of the Patient Survey and on the results and action plan. We have sent out (approximately) quarterly updates on current events at the surgery and sought comments on proposed changes to practice systems and processes. We have sent out the CQC Guide and a copy of our CQC Inspection Report.
3. We have attempted as far as possible to ensure that the group represents our patient demographic. Much has been achieved but we still have some work to do in some areas.

The demographic profile of the practice list and the VPPG is as follows:

Current registered practice population: **9804**

GENDER

The practice has registered 4732 (48%) males and 5174 (52%) females
The VPPG has 77 (54%) male and 65 (46%) female members

AGE

Relevant age distribution is as follows:

	16-25	25-40	40-65	65-80	80+
Practice	16%	14%	32%	15%	6%
VPPG	10%	20%	52%	17%	1%

LOCALITY

Geographical distribution is as follows:

Ward	Practice	VPPG
Chase	27.35%	27.5%
Dyson Perrins	1.99%	2%

9. A draft Practice Patient Survey was emailed to the VPPG and they were asked to comment on the questions and suggest amendments. A number of changes were suggested and made.
10. 300 copies of the Practice Survey were issued by Reception in blocks of 50 over two four week periods in early Summer and again in Autumn. 203 surveys were returned (68%) and the results were emailed to the VPPG with a request for comments and suggestions.
11. Actions from the 2012 survey were as follows:
 - a. We have implemented new signage in the waiting area
 - b. We have increased the volume of the call in system

12. Issues arising from the 2013 survey (which may be seen on our website www.newcourtsurgery.com), together with actions planned/ proposed are below.

**27% said they couldn't get an appointment at a convenient time
75% found the new " Dr. First" appointment system satisfactory
74% of respondents are satisfied with the opening hours of the surgery,
but 68% of respondents would like the surgery open at additional times!
66% of patients are seen within 15 minutes.**

We have been one doctor short all year (one due to a partner leaving and one due to long term illness). We are currently revising our Dr. First system so that we can further improve access for patients.

We do not have the capacity or resources to open the surgery at additional times.

13. Action Plan

The action plan is the responsibility of the Practice Manager and the proposed actions are:

1. Carry out review of appointment system – increase number of triaged appointments so as to offer an on-the-day appointment to everyone who needs one.
2. Introduce more late afternoon appointments (in addition to Mondays) for people who work
3. Engage with requirement for increased opening hours once details of national scheme are known
4. Introduce online booking of some appointments

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