

New Court Surgery, Malvern

Patient Participation Group Annual Report 2011/12

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 the Practice Website
On the NHS Choices Website.

2. There are currently 49 members of the group. 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: 9932

GENDER

The practice has registered 4794 (48%) males and 5138 (52%) females
The VPPG has 27 (55%) male and 22 (45%) female members

AGE

Relevant age distribution is as follows:

	16-25	25-40	40-65	65-80	80+
Practice	15%	15%	32%	15%	6%
VPPG	0%	4%	49%	47%	0%

LOCALITY

Geographical distribution is as follows:

Ward	Practice	VPPG
Chase	27.35%	28.5%
Dyson Perrins	1.99%	2%
Link	6.26%	14.5%
Pickersleigh	19.59%	14.5%
Powick	1.22%	0%
Priory	19.08%	16%
Wells	11.44%	16%
Upton & Hanley	1.13%	8.5%
West	3.87%	0%

Morton	1.18%	0%
Outside area	6.9%	0%

ETHNICITY

There are no significant ethnic minority populations within the practice area.

LONG-TERM CONDITIONS

A total of 35% of the practice population suffer with Long-Term Conditions

Long-term condition	Practice	VPPG
Asthma	5.5%	14%
COPD	1.5%	6%
CHD	3%	10%
Diabetes	4%	8%
Chronic Kidney Disease	3%	0%
Stroke	2%	0%
Hypothyroidism	3.5%	0%
Hypertension	13%	18%

We plan to target recruitment in the under-represented areas through advertising on our website and notice boards.

3. The surgery opening times are as follows:

Mon – Fri 0830 – 1830 (we do not close at lunchtime)

Third Saturday of the month 0900-1230

Details of how to access the service etc. are on our website, on the NHS Choices website, in the Patient Booklet and in the Practice Charter Leaflet.

4. A draft Practice Survey was emailed to the VPPG and they were asked to comment on the questions and suggest additions and amendments. A number of minor changes were suggested and made.
5. 200 copies of the Practice Survey were issued by Reception in blocks of 50 over a four week period. 129 surveys were returned and the results were published on our website and emailed to the VPPG with a request for comments and suggestions.
6. Issues arising from the survey (which may be seen on our website www.newcourtsurgery.com), together with action planned/ proposed are below.

**22% said they couldn't get an appointment at a convenient time
81% of respondents are satisfied with the opening hours of the surgery,
but 55% of respondents would like the surgery open at additional times!
88% did not know that the surgery is open on some Saturdays**

We consulted the VPPG about a proposal to introduce doctor triage (Dr. First system), with one doctor triaging for the first two hours of the day. Only two members of the group raised concerns, the others thought that it was a good idea.

The evaluation report of a month long trial was sent to the group for comments (currently awaited). This showed that 47% of requests for an on-the-day appointment had been dealt with by the telephone consultation. This freed up a number of appointments, enabling more patients to obtain appointments at a convenient time. The trial is currently suspended since the practice proposes to move to all doctors triaging once we have increased our telephone capacity.

We are currently discussing altering some of our afternoon surgeries to run later in the day so as to enable working patients to get appointments at a more convenient time. Once finalised, these proposals will be sent to the VPPG for comment and suggestions.

18% of patients would like to be able to book online

We propose to move to EMIS Web in July 2012 and this will enable online booking.

39% had not been able to pre-book

The Dr.First system discourages pre-booking as it is expected that all patients will get an appointment on the day they request it.

7. The first year of running the VPPG has proved successful and we look forward to expanding the group in year two.

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