

Burbage Surgery Patient Participation Report

March 2012

Practice Information:

www.burbagesurgery.co.uk

Doctors:

| | |
|-----------------|------------------------------------|
| Dr. D. A. Jones | MBChB, FPCert (Female) |
| Dr W M Turner | MBChB, DFFP, DPD (Male) |
| Dr S M Vincent | MBChB, DRCOG, DFFP, MRCGP (Male) |
| Dr P C Thomason | MBChB, MRCGP, DipENT (Male) |
| Dr R Turner | MBChB, MRCP, MRCGPM, DFFP (Female) |
| Dr S Rajan | MRCP, MRCGP, DRCOG (Male) |

GP Registrars: Dr Y McManus (Female), Dr N Peat (Male), Dr M Abdool (Male)

Practice Manager: Wendy Shaw

Surgery Opening Times and Contact Details

Burbage Surgery, Tilton Road, Burbage, Leics LE10 2SE

Tel: 0844 477 1883

Fax: 01455 891264

From abroad:

Tel: 0870 4588178

| | |
|-----------|--------------------|
| Monday | 8.00 am to 6.15 pm |
| Tuesday | 7.30 am to 6.15 pm |
| Wednesday | 8.00 am to 6.15 pm |
| Thursday | 7.30 am to 6.15 pm |
| Friday | 8.00 am to 6.15 pm |

Dispensary: Monday to Friday 08.30 am to 12.30 pm,
2.00 pm to 6.00pm

Office Hours Monday to Friday 9am to 6.00 pm

Wolvey Surgery, 7 The Square, Wolvey, Leics LE10 3LJ

Tel: 0844 477 1889

Fax: 01455 221332

From abroad:

Tel: 0870 4588179

| | |
|--------------------------------|---------------------|
| Tuesday, Wednesday and Fridays | 8.30 am to 12.30 pm |
| Monday and Thursdays | 2.00 pm to 6.00 pm |

Sapcote Surgery

Tuesdays 12.00 noon

Sharnford

Tuesdays 11.00 am

Out of Hours Provider – Emergencies only

Leicestershire County and Rutland Community Health Services Telephone 0845 0450411 or call the surgery

Practice Profile:

The practice presently has a total practice population of 9804, split 4888 Male and 4916 Females.

Percentage splits:

| | |
|----------|-------|
| 0 to 5 | 6% |
| 6 to 45 | 45% |
| 46 to 64 | 28% |
| 65 to 74 | 11.5% |
| 75 – 84 | 6.5% |
| 85 – 94 | 2.75% |
| 95+ | 0.25% |

Summary

| | |
|---------|-----|
| 0 to 64 | 51% |
| 65+ | 49 |

Ethnicity splits

| | |
|---------------------|-------|
| White British/White | 95.5% |
| Other ethnicity | 4.5% |

PPG Profile:

| Age | Sex | Ethnicity |
|-----|--------|-----------------|
| 40 | Female | Indian |
| 43 | Female | Black Carribean |
| 74 | Female | White British |
| 75 | Female | White British |
| 63 | Female | White British |
| 68 | Female | White British |
| 73 | Male | White British |
| 75 | Male | White British |
| 64 | Male | White British |
| 77 | Male | White British |

History of Burbage Patient Participation Group

Burbage Surgery Patient Participation Group was formed in 2005 by Dr P Thomason GP and Wendy Shaw, Practice Manager. The practice had been actively seeking interested patients who might be willing to be part of the patient participation group. When the group was initially formed, membership consisted of 10 patients. From those members, representation was from Hinckley, Burbage, Sapcote/Sharnford and Wolvey. At that time there was no structured selection process, as the objective was to form the group with any patients, irrespective of their age or gender. However, there was always an objective to have representation from all villages/areas covered by the practice.

The PPG is now well established and in its 7th year, holding regular monthly meetings. The group is a registered charity and is active in fundraising for surgery equipment, holding charity golf days and fashion shows. The group also work with the practice to produce a quarterly newsletter that is distributed by the Local Rock. This informs patients of practice developments and PPG activities. There are still 10 members, including 3 of the original group. 2 of our group are of ethnic origin and there is still representation from Wolvey where we have a permanent branch surgery. The group would welcome interest from patients living in other villages. There are 6 female and 4 male members with an age range of between 40 and 77. The group would also welcome representation from patients aged between 18 and 40.

PPG Survey

Priorities were set at one of the PPG monthly meetings after discussion with Dr Simon Vincent and Wendy Shaw. One of the key priorities of the survey was to ascertain patients' views on the practice telephone system as the practice was consistently achieving low ratings on telephone access. The practice was also keen to gather patients views on the care offered by clinical staff, the appointment system, reception and premises

A sub group of the PPG was formed to work on the survey. Questions around the aforementioned topics were discussed and agreed with Dr Vincent and Wendy Shaw. The format of the survey was then put together by sub group and the final version approved by the practice and the rest of PPG members.

The survey was publicised in the quarterly newsletter preceding the survey period to raise patient awareness. 500 surveys were photocopied and issued to patients by members of the PPG during daily surgeries over a period of a month (October 2011) and during Saturday flu clinics. Surveys were also available on the reception desk for patients to complete when PPG representatives were not there. Completed surveys were placed in a sealed box on the reception desk.

Out of 500 surveys, 245 were returned giving a response rate of 49%. Analysis of survey results was carried out entirely by members of the PPG in December 2011 and January 2012. Results were presented to the practice in an excel spreadsheet and discussed at the PPG monthly meeting on 6th February 2012.

Responses to all questions and individual comments were taken into consideration by both PPG and practice representatives when agreeing the action plan. The PPG acknowledged that some of the suggestions could not be implemented until after the premises had been developed. The following action plan was agreed with the practice who agreed to implement this by 31st March 2012:

Action Plan agreed between Burbage Surgery PPG and the Burbage Surgery
6th February 2012

TELEPHONES:

- a) A meeting will be set up with BT and two or three other providers to see what is available. The PPG will be invited to send representatives to those discussions.
- b) Patients will be asked to provide up-to-date mobile phone numbers to the surgery, in preparation for switching on the SMS text facility on the surgery computer system and also ensuring that contact details held by the practice are up to date.

APPOINTMENTS:

- a) Action will be taken to ensure that patients who need a follow-up appointment can make that as they leave the surgery.
- b) Pre-bookable/On the day Appointment Balance: The surgery will continue to monitor the split between the two and respond to demands.

MUSIC:

A trial will start on background music being played in the waiting room. The committee generally felt benefits included creating a calm environment and helping to meet the concerns of some patients who felt conversations with the receptionists could be overheard. The practice will acquire a performing rights licence.

HYGIENE:

Hand sanitisers to be provided on the reception desk and improved soap dispensers provided in the toilets.

POSTERS:

The PPG said it would check posters in the waiting room to ensure all were up to date

HEDGES:

The hedges would be trimmed at the front of the surgery.

INTERNAL SIGNS

Internal signage would reviewed and updated to reflect current usage of clinical rooms

SELF CHECK IN

The practice will investigate whether a self check -in system could be trialled in the waiting area. It may be possible to lease this through the telephone provider.

Survey results and the action plan will be published on line through a link on the surgery website with hard copies available in the waiting areas of both surgeries.

The surgery and the PPG committee would like to thank all patients who gave up their time to complete questionnaires and who made comments and suggestions to help improve the service offered by the surgery.