

**NORTHCOTE HOUSE SURGERY  
(and Fenstanton Branch Surgery)**

**Patient Participation Report 2013/14**

**Produced for the Patient Participation DES 2013/2014**

## 1. Our Patient Participation Group

The patients currently involved in the Patient Participation Group either by email or by the meetings themselves are relatively unchanged to that of the previous year when the group was formed and are very reflective of the practice demographic/population.

We continue to encourage people to join the group by enrolment via the website and posters within the two surgeries, and it has previously been identified that we need to try to reach out to some of our younger patient population, possibly at specific clinics such as The Midwife Clinic.

## Component 2. Method and Process for Agreeing Priorities for the Local Practice Survey

A meeting was held on 29.11.2013 to identify the priority areas for the survey questions. The group felt that the survey should be similar to last year in order for a direct comparison to be made. The meeting was advertised on the website and by posters within the surgery.

The priorities for the group were based around the effective use of services within the surgeries, such as use of dispensary on-line ordering and whether the patients were using the new branch surgery in Fenstanton. Therefore it was agreed to include the additional questions below: -

What one thing do you think we need to change?

Do you use the Dispensary on-line ordering service?

Are you aware of our Fenstanton Surgery? If so, have you visited? If so, what is your opinion?

## Step 3. Details and Results of the Local Practice Survey

A patient survey was performed between November 2013 and February 2014.

Survey forms were available on the Reception Desk and handed to patients for completion. Also the survey could be completed on-line at our website [www.northcotehousesurgery.co.uk](http://www.northcotehousesurgery.co.uk)

These were thought to be the best methods for the survey to be completed, as it would capture views from patients that did not have the time to complete the survey whilst in the surgery (website) and also those without access to a computer or those who are more comfortable with hard copy completion (paper).

Unfortunately the survey was not completed by as many patients as it had been in the previous year (around half the previous cohort). Although this is disappointing it is felt that confidence in the outcome can be upheld. As the survey results are also provided as a percentage as well as a number, we can accurately compare this to the same questions from the previous year.

Priorities identified to be included in the Survey: - Additional Questions.

Unfortunately although the additional questions that the group had identified as being a priority seem to have been included in the questionnaire the results of these do not seem to have been collected.

This could have been due to a technical issue with the insertion of these into the previous 2012/2013 standard questionnaire format. Although the results are not available, our plan is to incorporate this in our future survey and discuss further in our next PPG Meeting.

The results of the Patient Survey are on our website at [www.northcotehousesurgery.co.uk](http://www.northcotehousesurgery.co.uk)  
A copy of the Action Plan is on our website (as above) also.

We will also provide a hard copy of each in the Waiting Room at both Surgeries.

#### Component 4. Discussing Survey Results with the Patient Reference Group (PRG)

Unfortunately due to the recent gap in Practice Manager, the meeting organised to discuss the results of the survey in January did not go ahead. The new Practice Manager, Mary Hennells, came into post on the 24<sup>th</sup> of February 2014 and there was not much time between the survey results being available and the date of publish on the website.

The Patient Group were contacted (via email) and asked whether they could attend a meeting to discuss the results before publication. Unfortunately although a few dates were offered, these were not suitable for a large majority of the group. Therefore the Practice Manager emailed the results to the group asking for any thoughts, ideas, feedback or action points. The Practice Manager will arrange to discuss the survey results at the next PPG Meeting as well as the Action Plan, even after the publication, as everyone involved believes that this would be a useful discussion moving forward.

#### Component 5. Agreeing an Action Plan with the Patient Reference Group (PRG)

The Action Plan itself can be found on our website [www.northcotehousesurgery.co.uk](http://www.northcotehousesurgery.co.uk), including how these relate to the survey results. These are in a table format.

An action plan was collated from the main issues raised by members of the Patient Group upon receiving the survey results. Although this was put together by the Practice Manager upon completion of the report, the plan will be discussed in the next patient group meeting and any updates/amendments or changes will made appropriately.

#### Step 6. Publishing the Local Patient Participation Report

6.1 Are there any further actions that have occurred from the:

2011/12 Action Plan

Not applicable – no patient group at this time.

2012/13 Action Plan

The completion of our new branch surgery in Fenstanton since the 2012/2013 patient survey and report has meant that a lot of the action plan made has been incorporated into the services/facilities offered there, as well as being implemented at Northcote House Surgery in St Ives.

The electronic check-in machine has now been installed in both Surgeries and is being used effectively, cutting down on queuing times to check in with the Receptionist and freeing up the receptionist to spend more time answering telephone calls to book appointments.

**6.3 What are the practices opening hours and how can patients access services during core hours (8am-6.30pm)**

**Northcote House Surgery opening hours:  
8.00am to 6.00pm (Monday to Friday)**

**Fenstanton Surgery opening hours:  
Monday: - 8.00am to 6.00pm (closed for an hour over lunch)  
Tuesday: - 8.00am to 1.00pm  
Wednesday: - 8.00am to 1.00pm  
Thursday: - 8.00am to 1.00pm  
Friday: - 8.00am to 6.00pm**

**Out of Hours Care: - 6.00pm to 8.00am**

**Telephone number for both sites is: - 01480 461873**

**6.4 Do you provide extended hours? If so, what are the timings and details of access to Health care Professionals during this period.**

<b>7.00am to 8.00am</b>	<b>Tuesday and Thursday</b>	<b>Nursing Appointments</b>
<b>6.30pm to 8.30pm</b>	<b>Monday</b>	<b>GP appointments</b>