

## Report from Hartington Surgery Patient Participation Group

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The Practice is privileged to have a long established and very successful Patient's Group. The Group is a registered charity which was initially set up in 1989 to provide medical or nursing equipment that would not easily be available on the NHS, to improve the health, or quality of life, of Hartington Surgery patients.

Funding is provided solely by patient donations, often given in memory of a loved one who received care and support from the Practice.

The Surgery would like to pass on sincere thanks for these charitable donations, without which the Patient's Group could not offer its valuable support.

In more recent times the Group has also taken on the role of a discussion forum to exchange ideas and suggestions to improve service provision.

The Practice aims to use this constructive 'patient led' advice and feedback to prepare an action plan for future Practice improvements.

Hartington Surgery Patient Participation Group held its 22nd Annual General Meeting on 7<sup>th</sup> November 2011 and was represented by 12 patients and 2 Practice staff.

The Group was very pleased to welcome some new members and encouraged to see some 'younger' faces that are keen to be involved in providing valuable support and constructive suggestions to help shape the future of the Surgery.

Any registered patient is welcome to join the Group which consist of all age groups, from various backgrounds, living in both Staffordshire and Derbyshire.

Following election of officers the meeting focused upon the main agenda item which analysed and discussed patient suggestions and feedback from a recent independent patient survey.

Thank you to everyone who participated in our recent patient survey.

The independent survey asked a range of questions about the 'whole patient experience' when contacting or visiting the Practice.

Hartington Surgery is very proud to report that 92% of all patient ratings were good, very good or excellent.

The overall Practice scores were above the National average, based on practices of a similar size, in ALL areas.

The results of this survey will help the Surgery provide the best possible service for you!

The valuable suggestions and proposals from the Patient Participation Group, in conjunction with the patient experience survey results, provide a basis for on-going Practice improvements. The Practice has constructively acted upon these valuable proposals which are detailed in the attached Hartington Surgery Action Plan.

If you have any suggestions or ideas that may benefit the Practice please join the Patient Participation Group. If you are unable to attend the meetings or would like any further information you can contact the Practice Manager at any time or put your thoughts in the suggestion box located in the Reception area.

The next Patient Participation Group meeting will be held at Hartington Surgery on ~~Monday 14<sup>th</sup> May at 7.30pm~~

**PLEASE NOTE CHANGE OF DATE:** the date of the next meeting will be on 19<sup>th</sup> November 2012 at 7:30pm

**Please come along and help shape the future of your local Surgery!**

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### HARTINGTON SURGERY ACTION PLAN – Suggestions and proposals agreed by Hartington Surgery Patients Group

Patient Participation group Suggestion	Discussed and agreed with Patient Participation Group	Proposed Action	Timescale	Action Completed
Online appointment booking facility.	07/11/11	Investigate utilising system software, Emis Access, facility for online appointment booking.	31/03/12	22/12/11 24/7 appointment booking facility fully operational and publicised via website, newsletter and waiting room display screen 29/03/12 Patient feedback so far is very positive.
Uneven car park surface needs repairing.	07/11/11	Arrange repair to holes and damaged areas of car park.	31/12/11	19/11/11 Damaged areas repaired with hard-core base and levelled.
Individual staff photos on display in the waiting room and staff name badges would be beneficial.	07/11/11	Discuss with staff at next Practice meeting. Order name badges and arrange for staff photos to be taken. Prepare photo board listing staff names and roles and display in the waiting room.	31/03/12	10/11/11 Frontline staff provided with name badges 30/03/12 Staff photo/name board prepared. Displayed in the waiting room.
Email/Text/BBM appointment reminders would be useful.	07/11/11	Investigate setting up systems to facilitate this.	31/03/12	Mobile connectivity issues pose considerable problems in this area. Practice does not hold patient email addresses on database. Review 07/11/12.
Patients Group would like dedicated area of notice board for Patients group notices.	07/11/11	Following further discussion with PPG Chairperson – PPG notices can be displayed on Envisage LCD patient waiting room display screen.	31/03/12	PPG will liaise with Practice secretary.
Practice public notice board in surgery entrance far too	07/11/11	Practice staff to tidy up notice board, remove out of date	31/12/12	21/11/11 Completed – on going monitoring of

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<b>cluttered and untidy.</b>		<b>information and private advertising.</b>		<b>public notice board.</b>
<b>Improve information on waiting room LCD patient display screen.</b>	<b>07/11/11</b>	<b>Contact system supplier, Envisage, to obtain training to utilise system more effectively. Use 'ticker tape' messages more efficiently to communicate with patients in the waiting room.</b>	<b>31/03/12</b>	<b>30/03/12</b> <b>Practice secretary has received envisage training and will ensure system provides relevant up to date information.</b>
<b>Drinking water available in Reception waiting area</b>	<b>07/11/11</b>	<b>Practice to explore options to provide drinking water - investigate purchasing or hiring a water dispenser or notice explaining that water is available upon request at all times.</b>	<b>31/03/11</b>	<b>29/02/12</b> <b>Patient notice and 'ticker tape message' explaining that fresh drinking water is available upon request at Reception. Disposable cups purchased. Waiting room water dispenser idea dismissed after investigation as it poses risks re stored water.</b>
<b>Return to 'old system' where Practice employed Clinicians provide own Out of Hours Service.</b>	<b>07/11/11</b>	<b>Out of Practice control and unlikely to change.</b>	<b>Ongoing</b>	<b>Full out of hours provision for Hartington patients is provided by Derbyshire Health United.</b> <b>This service can easily be accessed by telephoning the normal Practice number, out of hours calls will automatically be directed to Derbyshire Health United via 111.</b>