

### Patient Participation Direct Enhanced Service Report March 2013

#### **Introduction and acknowledgements**

We would like to thank our patients for their support and guidance in developing the Patient Group for Littledown Surgery. As part of the ongoing NHS desire to involve patients more closely, practices have been encouraged to set up Patient Reference Groups (PRGs). It is also the aim of Littledown Surgery to give our patients every opportunity to give us feedback on what we can do to provide the best possible primary care service to them. We would like to thank all patients who participated in the Patient Questionnaire, and especially those who are members of our Patient Group.

#### **Patient Participation Group Directed Enhanced Service Components**

- Establish a PRG comprising only of registered patients and use best endeavours to ensure the PRG is representative
- Agree with the PRG which issues are a priority and include these in a local practice survey
- Collate patient views through a local practice survey and inform the PRG of the findings
- Provide the PRG with the opportunity to comment and discuss the findings of the local practice survey. Reach agreement with the PRG of changes in provision and manner of delivery of services. Where the PRG does not agree significant changes, discuss this with the PCT.
- Agree with the PRG an Action Plan setting out priorities and proposals arising out of the local practice survey. Seek PRG agreement to implement changes and, where necessary, inform the PCT.
- Publicise the local Patient Participation Report on the practice website and update the report with subsequent achievement.

## Littledown Surgery

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#### 1. Littledown Surgery Practice Profile

A profile of the practice population has been produced by searching information on the clinical system. At present we have 4177 registered patients (as at 26 March 2013).

Age	Number of Patients	Percentage of Patients
Under 19	942	22.5%
20 to 29	433	10.6%
30 to 39	473	11.3%
40 to 49	735	17.6%
50 to 59	562	13.4%
60 to 69	492	11.8%
70 to 79	306	7.3%
Over 80	236	5.6%

Sex	Number of Patients	Percentage of Patients
Male	2113	50.6%
Female	2066	49.4%

Ethnicity	Number of Patients	Percentage of Patients
British/mixed British (incl white British)	1228	29.4%
African	13	0.3%
Caribbean	6	0.1%
Chinese	22	0.5%
Indian/British Indian	19	0.5%
Iranian	3	0.07%
Irish	8	0.2%
Italian	1	0.02%
Other Asian	24	0.6%
Other Mixed	11	0.3%
Other White	81	2.0%
Pakistani/British Pakistani	7	0.2%
White and Asian	4	0.1%
White and Black African	6	0.1%
White and Black Caribbean	2	0.05%
Black and Chinese	1	0.02%
Other	75	1.8%
Unknown	2666	63.9%

	Number of Patients	Percentage of Patients
Carers	81	1.9%

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#### 2. Profile of the members of the Patient Reference Group, which should be representative of the practice population

Littledown Surgery has established a Patient Group which patients can either access as a virtual group, i.e. by using email communications, or by attending the Patient Group meeting which we have been holding every couple of months at the surgery.

We feel that this dual approach will provide the best way of successfully engaging our patients. A virtual group may be easier for those who work, or have young children, whilst the Patient Group meetings have proved popular with those who would prefer to come into the practice and discuss matters face to face. We acknowledge it is difficult to pick a meeting time that suits everybody, but by providing virtual access we have enabled a wide range of patients to feed back their views.

There are currently 38 members on the Patient Group (although the number is increasing all the time), 23 of whom are communicated with via email. The remaining patients are communicated with via the post and telephone.

Age	Number of Patients	Percentage of Group
Under 19	0	0.0%
20 to 29	3	7.9%
30 to 39	1	2.6%
40 to 49	4	10.5%
50 to 59	5	13.2%
60 to 69	10	26.3%
70 to 79	11	28.9%
Over 80	4	10.5%

Sex	Number of Patients	Percentage of Group
Male	15	39.5%
Female	23	60.5%

Ethnicity	Number of Patients	Percentage of Group
British/mixed British (incl white British)	32	84.2%
African	0	0.0%
Caribbean	0	0.0%
Chinese	0	0.0%
Indian/British Indian	0	0.0%
Iranian	0	0.0%
Irish	0	0.0%
Italian	0	0.0%
Other Asian	1	2.6%
Other Mixed	1	2.6%

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Other White	0	0.0%
Pakistani/British Pakistani	0	0.0%
White and Asian	0	0.0%
White and Black African	0	0.0%
White and Black Caribbean	0	0.0%
Black and Chinese	0	0.0%
Other	1	2.6%
Unknown	2	5.3%

	Number of Patients	Percentage of Group
Carers	3	7.9%

The percentage difference between the practice profile and the Patient Group profile has been compared to confirm that the Patient Group is representative of the practice population.

Category	Practice profile percentage	Patient Group percentage
Under 19	22.5%	0.0%
20 to 29	10.6%	7.9%
30 to 39	11.3%	2.6%
40 to 49	17.6%	10.5%
50 to 59	13.4%	13.2%
60 to 69	11.8%	26.3%
70 to 79	7.3%	28.9%
Over 80	5.6%	10.5%
Male	50.6%	39.5%
Female	49.4%	60.5%
British/mixed British (incl white British)	29.4%	84.2%
African	0.3%	0.0%
Caribbean	0.1%	0.0%
Chinese	0.5%	0.0%
Indian/British Indian	0.5%	0.0%
Iranian	0.07%	0.0%
Irish	0.2%	0.0%
Italian	0.02%	0.0%
Other Asian	0.6%	2.6%
Other Mixed	0.3%	2.6%
Other White	2.0%	0.0%
Pakistani/British Pakistani	0.2%	0.0%
White and Asian	0.1%	0.0%

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White and Black African	0.1%	0.0%
White and Black Caribbean	0.05%	0.0%
Black and Chinese	0.02%	0.0%
Other	1.8%	2.6%
Unknown	63.9%	5.3%
Carers	1.9%	7.9%
Patients with learning disabilities	0.26%	0.0%

### 3. Outline of steps taken to ensure that the PRG is representative of the practice registered population

As a development of this scheme from 2011-12 we made a concerted effort to widen the membership of the Practice Group. Posters were displayed in Reception and the Reception staff gave all patients who came into the surgery over a one week period the form to join the Patient Group.

We have updated the information on the Patient Group that is available on the practice website, including the form to join the group. The New Patient Questionnaire has also been updated to ask if people would like to join the Patient Group. When we wrote the Patient Questionnaire for 2012-13 in conjunction with the Patient Group, we included a question that asked if people would like to join the Patient Group. Below is a copy of the letter inviting people to join the Patient Group.

A copy of the Patient Questionnaire (including the invite to join the Patient Group) was included when the practice wrote to 150 patients to update their Summary Care Record status. This group included patients who do not often attend the surgery so we felt it was a good way to try and include some representation from this group of hard to reach patients.

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Dear Patients

**LITTLEDOWN PATIENT GROUP**

Would you like to have a say about the services provided at Littledown Surgery?

Littledown Surgery would like to hear your views

By becoming part of the Patient Group at Littledown Surgery you can have a say in the way we run the Surgery.

We will be holding a couple of meetings of the Patient Group, here at the Surgery, every year.

If you cannot make it into the surgery for these meetings you can also have your say via email.

If you would like to join the Patient Group please complete the attached form and return to Reception, or post back to the Practice Manager.

Please give me a call if you would like any further information.

*Emma*

**Emma Prince  
Practice Manager**

### Patient Participation Direct Enhanced Service Report March 2013

#### **4. Outline of steps taken to attempt to engage with a category or group of patients who are not represented**

We have made every effort to attract patients to the Patient Group who are part of under represented groups. Information on the Patient Group has been visible within the waiting room, the Receptionists have handed out forms to many patients when they arrived and we have updated the information available on the website to make it easier for patients to join the Patient Group. The reception staff have specifically targeted patients from different ethnic groups to invite them to be part of the Patient Group; however these efforts have not been very successful. We have also written to randomly selected patients from ethnic groups other than British, following searches on the clinical system to identify such patients.

We are under represented by ethnic groups other than British, despite efforts as outlined above to encourage patients from different ethnic groups to join the Patient Group. This is an area we will continue to work on throughout 2013-14 in order to widen the demographic that the Patient Group represents.

Our Patient group is also over represented by the older age groups, and under represented by younger patients. I believe this to be a typical scenario in many PRGs, however we will continue to work to attract younger patients into the Patient Group to ensure the needs and views of the younger patients are properly understood.

We are well represented by carers on our Patient Group which we are very pleased about, as we feel it is very important to obtain the views of this important group of patients so we can do whatever we can to make our services as approachable and valuable as possible.

#### **5. Details of the steps taken to determine and reach agreement on the issues which had priority and were subsequently included in the local practice survey**

Last year the PRG were asked to submit a list of the 8 areas they considered the practice needed to address. These lists were collated by the practice and the group were then asked to indicate the four areas, of the most commonly identified, that they felt were most important.

This year we decided to use a different approach and utilised the first of the Littledown Surgery Patient Group meetings to discuss with patients face to face which priority areas they would like addressed in the Patient Survey.

The areas that the Patient Group determined were most valuable to ask about on the questionnaire were issues to do with confidentiality in the waiting room, service availability at the practice, awareness of external services (e.g. Out of hours, pharmacy services), identification of carers and the services offered to them, and a general opportunity to suggest other ideas.

The minutes from the Patient Group meeting where the priority areas for questions in the survey were discussed are available on the Littledown Surgery website (see under Patient Participation Group).

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**6. Having set priorities with the PRG please describe how the survey questions were drawn up and how the survey was carried out to obtain the views of your registered patients.**

Following the Patient Group meeting where priority areas were determined and ideas for questions were discussed, the Practice Manager took all these suggestions away and drew up a draft questionnaire. This questionnaire was then circulated to all Patient Group members to give them all the chance to comment on the draft survey. Once all comments and suggestions had been incorporate the Questionnaire was finalised. Below are some of the comments from Patient Group members with regards to the finalisation of the questionnaire:

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Yes I think the questions are very good. Thank you. AH

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Good morning Emma

I have just read the info you sent out to the patient group and realise that you only wanted comments on the proposed questions and not the questionnaire completed. I have sent mine back completed so please ignore it. I think the questionnaire is excellent and covers a good range of areas. I am happy to come along to any future patient group meetings if I am available. Please let me know what time of day the meeting is held. Best wishes and Happy New Year. GS

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Dear Emma, Thank you very much for your consultation documents. I think that the draft questionnaire is excellent: very clear, covers a wide range of subjects and yet is very easy to complete. I gather that you are planning some changes in the reception/waiting room area. Whilst I have always been very happy with the arrangements, I know that requirements change and I am grateful that you have included space for suggestions from patients to include in your plans. I agree with the minutes of meeting that I would not want to change the doctors' normal practice of personally calling patients from the waiting room. The access to and ambience of the waiting room is generally very good and well-suited to patients' needs. However, I commend the question reviewing the use of the 'Health-TV' which can be obtrusive. Personally I would be grateful is the use of this could be reduced or even cease. Hence I shall await the results of the questionnaire regarding the TV with interest. Kind regards VW

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Please see below for the final version of the Patient Questionnaire 2012-13.



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**LITLEDOWN PATIENT SURVEY 2012-13**

**1. We feel it is useful to have some background noise in the waiting room to enhance confidentiality. What form of background noise would you prefer? Please indicate your preferred option by ticking the circle:**

- Health information TV (as currently present)
- Radio - Classic FM
- Radio - other station
- Other

**2. If you answered 'Radio - other station' or 'Other' to the last question please give some further detail e.g. which radio station**

**3. If you required a blood test where would you rather have it done?**

- At the surgery
- At Royal Bournemouth Hospital
- At Christchurch Hospital
- Other - please add detail under Q7

**4. Are you aware that the following services are offered? (tick as many as apply)**

- The surgery offers an evening surgery (usually on a Monday between 6.40pm - 8pm)
- There is an Out of Hours service if you need a doctor in the evening, overnight or at the weekend. The phone number is 0800 6001013.
- Most pharmacies can arrange to order your medication and pick up your prescription from the surgery - contact your pharmacy for more details.

**5. Would you find any of the following useful? (tick as many as apply)**

- Photos of the GPs and Nurses in the Waiting Room along with information of their personal areas of interest
- The Reception and Admin staff to wear name badges
- A timetable of the surgeries held at the practice which would be available to patients to take home
- Information on local pharmacy opening hours
- Patient Newsletter - put together once or twice a year, to which patients could contribute
- Other - please give us details under Q7

## Littletdown Surgery

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**6. Are you a carer? If yes would you be interested in coming to a Carers Group if we set one up at the Surgery? If you are a carer please give your name so we can be sure you are on our Carers Register.**

**7. We are considering making some improvements to the Reception and Waiting Room area of the surgery. Do you have any comments or suggestions of things you would like to see?**

**8. Please add any other suggestions for ways we can improve the working of the surgery.**

**9. Would you like to join the Littletdown Patient Group? It's an informal group that meets a couple of times a year to discuss ways to improve the running of the practice. If you'd like to join please add your name and date of birth. If you can't make it to the surgery for daytime meetings you can still be involved by giving us your email address and you can contribute electronically!**

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The next meeting of the Littledown Patient Group will be held on  
Tuesday 12 February 2013 between 1-2pm at the surgery.  
Please come along!!

If you can't attend you can still be involved in the Patient Group via email. Please add your details  
above....

**7. Please describe the rationale for using the chosen survey method and the criteria for assessing its credibility and that the processes used for sampling and analysing are sufficient to provide valid reported outcomes**

The practice chose to use Survey Monkey as it is a reputable company that is widely used by local practices, and has been recommended by the PCT. It is a cost effective and convenient method of analyzing the results from all the completed questionnaires, thus freeing up staff time in the practice. It also enables Patient Group members (and other patients) with email addresses a quick and convenient way of completing the questionnaire online. Postal surveys were used for patients who did not wish to be contacted by email, or who did not have an email address. The Practice Manager sent an email to all Patient Group members who asked to be contacted electronically. This email contained a link to the Survey Monkey Questionnaire which they could then complete on-line.

For all other patients (including the Patient Group members who asked to be contacted by post) they were given a hard copy of the Questionnaire.

The survey was conducted throughout January 2013 and the surveys were distributed in the following ways:

- Handed out to patients by Receptionists
- Left for patients to pick up in the Waiting room
- Sent to patients who were coming in for an NHS Healthcheck
- Sent to patients who were being asked for their SCR consent status

There was a box to enable patients to hand in the questionnaire anonymously if they wished. Many others were handed into Reception or posted to the Practice Manager.

When the questionnaires were received back into the practice the Practice Manager entered the replies onto Survey Monkey so that the package could be used to analyse the results obtained. The practice received 106 replies during the survey period (2.5% of the registered practice population).

The practice used Survey Monkey to collate all the survey replies and to provide a concise analysis of the questionnaire results.

Please see below for the survey results:

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#### Results of Patient Questionnaire 2012-13

<b>No of responses:</b>	<b>106</b>	
<b>Q1</b>		<b>%</b>
Health Info TV	42	39.6
Classic FM	46	43.4
Radio - other	12	11.3
Other	4	3.8

*We now have some further information on the Health Information TV system.  
To keep the system and to have any information on it updated will cost the surgery £1000 per year.  
Does this influence your views on what we should have as background noise in the waiting room?*

<b>Q2</b>	
Radio 2	7
Radio Solent	6
Wave	2
Heart	2
Light music/CDs	2
TV louder	2
Quietly	2
Perhaps a variety	2
TV ok if no adverts	

<b>Q3</b>	
Surgery	93
RBH	9
Christchurch	4
Other	0

<b>Q4</b>	
<b>Are you aware of the following services?</b>	
Evening Surgery	63
OOH service	80
Pharmacy ordering	81

*Do we need to advertise any of these services more effectively? If so do you have any suggestions?*

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#### Q5

##### Would you find any of the following useful?

Photos of clinicians in W Room	29
Name badges for admin staff	72
Surgery timetables	77
Pharmacy opening hours	55
Patient Newsletter	53

#### Q6

Information on carers - 6 carers indentified themselves and there were a number of helpful suggestions

#### Q7

OK as it is	8
Privacy/confidentiality	9
Water available (cooler?)	6
Vending machine	3
Seats with arms	4
New seating - easy chairs	3
Fish tank	2
Automated sign in screen	5
Children activites	3
Hand sanitizer station	2
BP machine in waiting room	3
General update	4
Fish tank	3
Nicer toilets	1
Clearer walls/declutter	4
Flowers/plants	3
Magazines/Newspapers	1
Prescription drop-off box	1
Fix door to Reception(??)	1
More open areas to Reception	1
Get rid of catalogue adverts	1
All seating to face Reception	1
Intercom to call pts	2
Suggestion box with pen	1
Bean bags	1

#### Q8

##### Any other suggestions??

Bloods taken at surgery	2
Very satisfied	10
To know if surgery running late	3
Automated doors	3
No bright lights	1
Booking appts online	3
Request scripts online	2
More evening appts/surgeries	2
Wider range of leaflets	1
Test results interpretation by email	1
If didn't have to wait for Dr R!	1
List of chemists that collect scripts	1
Receptionists manner	2
Promote evening surgery	1
Staff smarter, name badges	1
Not to close at lunchtime	1
Transport service available	2
Publicise reception phone hours	1
Fast track collection/delivery scripts	1
Concern about lack of nurse at times	1
Not being called by christian name	1
Name of person answering phone	2
Cool quiet place	1

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**8. Details of the steps taken to provide an opportunity for the PRG to discuss the survey findings.**

Once the survey period had ended the results were exported from Survey Monkey. They were then posted or emailed to all Patient Group members accompanied by the letter below.

Dear Patient Group Members,

Thank you for volunteering to be a member of the Littledown Surgery Patient Group. I hope you will find it an interesting and rewarding group to be part of.

As you will be aware we have been collecting responses to the Patient Questionnaire over the last few weeks. This letter contains the results (to date) of the survey.

If you can attend the next meeting of the Littledown Patient Group we will discuss the results then. If you cannot attend the meeting please feel free to contact me before the meeting with your thoughts (emma.prince@dorset.nhs.uk).

I also think it would be helpful to have a patient act as the Chair for this group. Perhaps you could consider whether you could take on this role?

I look forward to seeing you at the next meeting, or hearing your thoughts on the survey results before then.

Yours sincerely,

*Emma*

**Emma Prince  
Practice Manager**

All Patient Group members had the opportunity to either email in comments on the survey results or attend the Patient Group meeting in February at which the survey results were discussed. The minutes from the Patient Group meeting where the results of the survey were discussed are available on the Littledown Surgery website (see under Patient Participation Group). Below are some of the comments on the Questionnaire results received from Patient Group members.

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Dear Emma.

**Thank you for sending me the Patient Group notes originating from the meeting held on February 12th. I thought the content very interesting and found myself in broad agreement with the various action plans relating to the proposals listed. (All except Classic FM) My wife has it on 24/7 and my visits to the Surgery provide me with much needed respite!**

**You may recall I was unable to join you on the 12th because I'm just out of hospital following knee surgery. Depending on how I am, I may or may not be with you next time, I will of course let you know. With my kind regards.**

**PD**

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Dear Emma

This looks to have been a successful exercise with plenty of input and suggestions. I am surprised that updating health info would be so expensive. Surely the PCT or new CCG would negotiate with suppliers and provide health education messages for free. If not they need to be made aware of this need so that services to hospitals and primary care can come under the same umbrella. This certainly should be a central service provided by the Government for the benefit of patients.

I am sorry not to be able to attend the next meeting as I shall be on the way back from New York. However I would be happy to put my name forward as Chair of this group.

Best wishes

DB

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As you can see from the comment above we have been very fortunate in securing the agreement from one of the patients to chair the Littledown Surgery Patient Group. The practice felt that it would be preferable to have a patient chair the group rather than a member of staff from the practice. The Chair of the Patient Group will be assisted by the Practice Manager who will support the Patients Group administratively and organise the meetings and take the notes.

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**9. Details of the action plan setting out how the findings or proposals arising out of the local practice survey can be implemented and reasons why any such findings or proposals should not be implemented.**

The practice produced an action plan as a result of the findings of the survey and the discussion and input received by the Patient Group. Below is a copy of the plan:

<b>LITTLEDOWN SURGERY PATIENT GROUP ACTION PLAN 2012-13</b>
Practice to remove TV system from waiting room and purchase some speakers to provide radio background noise in the waiting room
Practice to explore the staffing and cost implications of providing a more comprehensive blood testing service for our patients
Practice to improve the patient information we provide on surgery times, out of hours services and pharmacy ordering
Practice to implement name badges for admin staff
Practice to continue to develop ideas for a revamped Waiting Room and Reception
Practice to publicise number of DNAs per week and to consider contacting patients who DNA regularly
Practice to look into the issues around providing toys in the Waiting Room



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#### 10. A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey

The table below demonstrates the findings of the Patient Questionnaire that led to the action areas agreed by the Patient Group.

Finding	Action
43.4% of patients (highest selected option) who responded would prefer to have the radio on as background noise in the waiting room. The patient Group felt very strongly that we should not 'waste' resources on paying £1000 for the health information TV service.	Practice to remove TV system from waiting room and purchase some speakers to provide radio background noise in the waiting room
88% of patients who responded would like to be able to have more blood tests done at the surgery.	Practice to explore the staffing and cost implications of providing a more comprehensive blood testing service for our patients
60% of respondents were aware of the evening surgery we offer, 75% were aware of the out of hours service and 76% were aware of the services pharmacies offer to pick up prescriptions etc. We felt we could improve on this. 73% of respondents would like further information on surgery times.	Practice to improve the patient information we provide on surgery times, out of hours services and pharmacy ordering
68% of respondents would like to see the admin staff wear name badges	Practice to implement name badges for admin staff
This is a large development project for the practice and many useful suggestions were made via the Patient Survey	Practice to continue to develop ideas for a revamped Waiting Room and Reception
This suggestion came from a member of the Patient Group and was warmly supported by the rest of the group	Practice to publicise number of DNAs per week and to consider contacting patients who DNA regularly
This issue was also raised by a member of the Patient Group and the practice is looking into it.	Practice to look into the issues around providing toys in the Waiting Room

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#### 11. Details of the actions which the practice intend to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local practice survey

The following table details the actions identified by the practice this time last year, and the progress that has been made on the action areas:

Actions from 2011/12	Progress
Telephone consultations	Three of the doctors now operate a telephone triage system where patients are booked in for a phone call with the doctor. The GP then asks them to come in later that morning if appropriate, otherwise the issue may be resolved on the phone.
Access and facilities for people with disabilities	We have made some minor changes such as signs saying to ask the Receptionist if you want to discuss matters in private. However these issues are part of the wider scheme to revamp Reception and the Waiting Room, and we asked patients for their suggestions in this years survey.
Practice Nurse availability and appointment suitability	We had only one comment this year reflecting a concern about the Practice Nurse availability. Whilst we will of course take this on board we are confident this demonstrates that the changes we have made have largely met the patient's needs.
Services available via the surgery	We have written to patients with diabetes and/or COPD to invite them to take part in the Expert Patient Programme. A number have contacted us to say how useful they have found the programme in helping them manage their long term condition.

In addition to the actions identified in this years Action Plan (see section 9. above) the practice also intends to undertake the following actions to continue the development of the Littledown Surgery Patient Group:

- Ask all patients if they would like to join the Patient Group when registering with the practice
- Continue to work to improve how representative of the practice population the Patient Group is. We intend to explore working with LINKs to investigate effective ways to take this forward.
- Develop a more permanent and visible comments box in the waiting room
- Investigate how we can provide a comment facility on the practice website to give patients another way to give feedback.

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#### **12. Discussions with the PCT or description of proposals for discussion where any changes will have contractual implications**

There are no contractual considerations to the proposed changes, so discussions with the PCT are not required.

#### **13. The opening hours of the practice premises and how patients can access services throughout the core hours**

The practice premises are open 8.30am to 6.30pm (closed 1 – 2pm daily), and patients can access services by a number of methods. They can come into the surgery, they can phone on 01202 309500 or they can email a repeat prescription request on [Littledown.rec@dorset.nhs.uk](mailto:Littledown.rec@dorset.nhs.uk). They can also find out information about the practice services via our website ([www.littledownsurgery.co.uk](http://www.littledownsurgery.co.uk)) and also by accessing NHS Choices ([www.nhs.uk](http://www.nhs.uk)).

#### **14. The times at which individual healthcare professionals are accessible to registered patients during extended hours**

The practice offers an extended hours evening surgery that is usually held on a Monday evening from 6.30 – 8.30pm. Patients can find out further information about these surgeries, and book routine appointments, by phoning the surgery on 01202 309500. Emergency appointments are also available at these surgeries and are bookable on the day.

#### **15. Publication of the Patient Participation Directed Enhanced Service Report on the practice website**

The Patient Participation Directed Enhanced Service Report will be available to view on the practice website from 31 March 2013. Copies will also have been sent to all members of the Littledown Surgery Patient Group. There will be a notice in the Waiting Room informing patients that they can ask for a copy and encouraging patients to join the Patient Group.