

Vanbrugh Group Practice 2000
Patient Participation Report 2012/2013

Recruitment

We currently have 10,383 registered patients, 4957 males and 5426 females aged from birth to 99 years. We have a higher than average elderly population.

The practice has had a Patient Participation Group (PPG) in place for a number of years who have met to discuss the results of previous patient surveys. This group was recruited by the doctors contacting patients to gain their interest and, to ensure we reach all users of the surgery, by placing posters in the practice waiting area, Child Health Vaccination Clinics and main entrance lobby to the Health Centre. We also include details on how to join the group in our practice leaflet (which is placed in our New Patient Registration Pack) a message is shown on our Visual Display Screen and a section dedicated to joining the group is included on our practice website.

Membership consists of 4 males and 6 females, age range 31 – 86.

To attract a wider audience we advertised inviting patients to join our 'Virtual Patient Group'. Currently we have 8 members: 5 males and 3 females age between 23 – 68 years. In total our groups now have 18 members of different social and demographic profiles.

Survey Discussion

We wrote to members of both groups (via post or email) asking if they would again assist us devising a patients' survey. We drew up a suggested questionnaire and asked patients whether they agreed with our priorities. We also invited patients to suggest their own. These suggestions were then amalgamated and the questionnaire was circulated to the groups as a trial. Amendments were agreed and the final questionnaire was then distributed within the surgery for two weeks from 1 February. We had 89 respondents.

Survey Findings

Results from the questionnaire were collated and both groups were invited to a meeting on 5 March to discuss the findings and agree an action plan. Dr Wright and the practice manager attended the meeting.

- Q1 - 53% of patients are aware of EMIS ACCESS (our computer system which offers the facility to book appointments and order repeat prescriptions on-line)**
- Q2 – 65% are aware of our 3 Specialist Practitioners**
- Q3 – 44% are aware of our smoking cessation service. 40% are not smokers**
- Q4 – 50% are aware of how to contact a doctor when the surgery is closed**

Practice Administration

We were very pleased with the positive responses in this area with very good or good, scoring up to 83% and just 1% very poor.

Our Clinical Team

Again we were pleased with the 83% very good or good responses for our doctors, with 4% scoring poor or very poor and 77% very good or good, and 1% poor or very poor for our Practice Nurses & Healthcare Assistants.

Action Plan & Time Scale

It was agreed that the information we provide could be improved and we plan to upgrade our website later this year. This new website will give us greater flexibility to add relevant messages and up-to-date developments as they occur. 3 months

We also aim to further develop patient access to our clinical computer system using EMIS ACCESS where many patients will be able to view their medical records on-line. 3 months

Publicising

The survey results and our report will be published via our website www.vanbrughgps.co.uk and be available in paper format. A copy will also be sent to Greenwich Primary Care Trust.

Opening Hours

**The practice is open from 8am - 6.30pm Monday – Friday.
We offer extended hours appointments Friday 7.00am – 8.00 am and
Wednesday, Thursday and Friday 6.30-7.30pm**

Our telephone numbers are:

Appointments and advice	020 8312 6090/6091
Repeat prescriptions (housebound patients only)	020 8312 6092
Nurse appointments and advice	020 8312 6093
Home visit requests	020 8312 6095
Cancellation line 24-hour	020 8312 6096
Fax	020 8293 1226

If patients require urgent medical assistance whilst the surgery is closed our answering machine message advice is to call 1-1-1, or 999 for a life threatening emergency.