

POCKLINGTON GROUP PRACTICE

Patient Participation Group

REPORT FOR THE YEAR 2012/13

The Pocklington Patient Participation Group (PPPG) was formed in December 2010 with 23 members selected as indicated initially by the GPs and the staff of the practice. In addition, at the meetings, the practice is represented by the Practice Manager and one of the GP partners. The Practice Business PA provides administrative support. The group is made up of 45% Female and 55% Male and spans the age range of 17 to 75 years+.

The PPPG has been publicised in the local newspaper (Pocklington Post) to attain a waiting list of patients who wish to join the group and these patients also act as a "virtual" group.

REPRESENTATION

In order to maintain and hopefully improve the representation of the Practice population as much as possible, the Group are working on a new application form for joining the group, which aims to capture some basic personal information.

AREAS OF PRIORITY FOR DISCUSSION AND INCLUSION IN THE LOCAL PRACTICE SURVEY AND OBTAINING THE VIEWS OF THE PRACTICE REGISTERED PATIENTS

Following a number of comments from patients requesting either early morning surgeries (before 8.00am) and/or late night surgeries (after 6.00pm), it was decided to focus this year's survey around that subject. This resulted in a survey for all patients which were distributed widely. The surveys were available at the Practice, the Library, Francis Scaife Sports Centre, both Boots Pharmacies and online via Survey Monkey. From a circulation of 400+ surveys, we had a total of 220 (54%) returned.

We thank everyone who contributed to the survey.

INVOLVING THE PPPG IN THE ACTION TO BE TAKEN AS A RESULT OF THE SURVEY

The compiled results of the survey were presented at a PPPG meeting in March 2013 where members considered the action to be taken as a result of the survey.

ACTION PLAN RESULTING FROM THE PATIENT SURVEY

The survey (attached) asked patients if their preference for extended hours was for Saturday morning appointments, earlier weekday morning appointments or later weekday appointments. The survey also incorporated questions on distance travelled to the Practice, working hours and an estimate of the number of appointments made each year.

The survey results showed that Saturday morning appointments were still the preferred choice for our patients.

One PPG member stated that extended hours were not necessarily needed but what were needed were flexible hours. However, the Chairman stated that this would mean a revised GP contract and he felt this would not be happening any time soon but possibly could happen in the future.

It was also noted that some comments that were made on the survey related to our new premises, which limits us to work in line with the current GP contract. The survey was to do with the present and not the future new premises. For the new premises, the conditions imposed on the Practice include their current operational hours. If these need to be changed in the future, the Practice would need to apply to the Council to have the condition changed along with the reason.

FINDINGS OR BASIS OF PROPOSALS ARISING OUT OF THE LOCAL PRACTICE SURVEY

The results of the survey showed that the majority of responders requested Saturday morning appointments.

DETAILS OF THE ACTION WHICH THE PRACTICE INTEND TO TAKE AS A CONSEQUENCE OF THE RESULTS AND FINDINGS OF THE LOCAL PRACTICE SURVEY

The Practice will continue to offer Saturday morning appointments to its patients.

DETAILS OF THE ISSUES AND PRIORITIES UNDERTAKEN BY THE PRACTICE DURING THE YEAR AS A RESULT OF DISCUSSIONS WITH THE PPPG

- Re-designing notice board notices.
- Involving the PPG in the new premises plans by meetings with the Architect and the Project Manager.
- Submitting a report from the PPG to the Council regarding the new surgery premises plans.
- Improved access to the main entrance of the surgery building.

THE CORE OPENING HOURS OF THE PRACTICE PREMISES

The Practice is open from Monday to Friday 8.00 am to 6.00 pm

Telephone: 01759 302500
www.pocklingtongps.nhs.uk

EXTENDED HOURS ACCESS SCHEME

The Practice participates in the extended hours access scheme on a Saturday morning from 8.00am to 12.00 noon with two GP surgeries running.

Berni Judge
Practice and Business Manager
March 2013