

## Local Patient Participation Report for The Village surgery

Our group has been well established group for several years but we have tried to expand numbers and diversity. We have had posters up in the surgery advertising for new members and have had a one day display up in the Hub. Not only this but to try and get a more representative group some patients will have been approached directly to join our group verbally or with leaflets. The questionnaire also asked patients if they were interested in joining our group. With these measures we have a group of 13 members with an age range from 24yrs to 75yrs old..

At the first meeting with Dr Southcott we discussed what we wanted included in our local practice survey. We wanted to know from our survey whether patients knew what services and clinics we offered. As well as this we wanted to try and find ways of alleviating the pressures on the appointments particularly the ability to cancel appointments easily. Hence we decided to assess potential use of the internet by patients for prescription requesting, appointment cancelling and making.

The questionnaire was given to all patients attending the surgery for an appointment over the period of a week to 10 days in December 2011 until we had 200 completed questionnaires. Results of this are attached. At the next meeting results of the survey were discussed and an action plan created as follows:-

### **Action Plan**

- 1) To create a website with the ability to at least request prescriptions and cancel appointments. We also discussed the ability to make appointments but there is a fear that initially this might discriminate against the elderly and will make it even harder for them to access an appointment.
- 2) To have a patient participation group notice board to show posters with information of clinics and services but also items relating to general health.
- 3) To try and get and appointment reminder systems via text up and running

| <b>Opening hours</b> | <b>Pinxton</b> | <b>South Normanton</b> |
|----------------------|----------------|------------------------|
| Monday               | 0830 to 1830   | 0800 to 1700           |
| Tuesday              | 0800 to 1700   | 0830 to 1830           |
| Wednesday            | 0800 to 1300   | 0830 to 1830           |
| Thursday             | 0830 to 1830   | 0800 to 1700           |
| Friday               | 0800 to 1700   | 0830 to 1830           |

At all other times please call 111 in cases of needing medical assistance or 999 in medical emergencies