

Local Patient Participation Report for The Village surgery

Our group has been a well-established group for several years but we have tried to expand numbers and diversity. We continue to have posters up in the surgery advertising for new members. 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.

With these measures we have a group of 12 members with an age range from 24yrs to 74yrs old. This year we used the CCG wide questionnaire assessing appointments, staff, facilities etc. We discussed this at a meeting with the group to discuss any alterations to the questions but it was agreed to use this one.

The questionnaire was given to all patients attending the surgery for an appointment over the period of a week to 10 days in December 2013. Results of this are found on the website or can be requested in reception.

Results of the survey were discussed at the presentation meeting and an action plan created as follows:-

Action Plan

- 1) to assess the cost implications and the ability to opening more hours
- 2) to provide staff training on basic receptionist skills and to tackle individual members of staff regarding the feedback

Last year's actions points included discussing the appointments system and considering how access can be improved. This has regularly been discussed at practice meetings to try and improve appointment availability. The doctors agreed to try and reduce the number of appointments taken for blood results with minor abnormalities and try to

perform a telephone consultation. Also generally they will try and reduce calling in for appointments for minor problems which may be possible to deal with on the phone. We have put more doctor appointments in this year. As to the outcome there has been no appreciable reduction in pressure of appointments at the surgery.

The Pinxton canopy was to be renovated and indeed this has been revamped during our buildings upgrade last year with a good result.

The barrier for South Normanton practice has not yet been purchased but will be in the next few weeks.

Opening hours

Pinxton	South Normanton
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