

Dartmouth Medical Practice Patient Participation

Document Control

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Dartmouth Medical Practice

Local Patient Participation Report

Date Published: 13.3.2013

This report is available via our website, www.Dartmedical.co.uk, our regular monthly newsletter and copies are also available in the surgery.

A description of the profile of the members of the PPG:

The group consists of 14 members. A chair, vice-chair and secretary have been elected. The group has representatives from all parts of the Practice area, including the rural villages. The age range is from mid thirties to 70+. The breakdown of members is as follows, one member aged 30-40 male, two members aged 50-60 male, two members aged 50-60 female, three members aged 60-70 male and four members aged 60-70 female, one member aged 70+ male and one member aged 70+ female. The group also has representatives from the Practice. Dr Mackeachan and Dr Eynon-Lewis and Kathy Congdon, Practice Manager. The ethnicity of all members of the group is White British. The age/sex register of our Practice is shown below,

Male under 30	1186	Female under 30	1074
Male 30-60	1430	Female 30-60	1521
Male 60-80	1138	Female 60-80	1138
Male 80+	258	Female 80+	422

The ethnicity of the practice population is mainly White British.

Our list size is predominantly leaning towards the over 65 age group. We regularly try to encourage patients from the younger age ranges to join the group.

The group has a cross section of patients, some who use the Practice regularly, some who are carers and others who have an interest in improving specific services offered by the Practice. All members wish to work with the staff and GPs to assess the community needs and help the Practice to implement and improve services. The group has their own page on our practice website.

A description of what steps the Practice has taken to ensure that the PPG is representative of its registered patients and where a category of patients is not represented then what steps have been taken by the Practice in an attempt to engage with those patients:

The main category of patients that we have been unable to engage with is the under 30 years of age group. We have advertised in the surgery and on our website. We have had 2 public forums over the past twelve months and have asked for new members to join the group at each of these forums. We regularly have press releases giving details of the group's work and also our regular practice newsletter, which is sent to all those patients on our mailing list plus copies are available in the surgery. All of these press releases, newsletters etc are sent to the parish councils as well.

We are actively campaigning to attract younger members to the group and have recently targeted local schools and colleges.

A description to be entered in around how the Practice and the PPG determined and reached an agreement on the issues which had propriety within the Local Practice survey:

Initial ideas and views were taken from our annual public forums. The PPG has also discussed several topics and compiled a patient survey for the last 2 years. Topics from these surveys and general themes from patients have been taken forward by the group.

A description of how the Practice sought to obtain the views of its registered patients

The 2013 survey has been in circulation for approximately 2 months, again via our website and in the surgery. GPs have also been asking patients to complete the survey. The survey has been analysed by a member of the group and the results were brought to a group meeting for discussion.

A description of how the Practice sought to discuss the outcomes of the local survey and the Practice's action plan together

The results of the survey were discussed at a PPG meeting. This, together with requests and themes from our public forums, showed we still needed to initiate better, and more, lines of communication with our patients.

68% of patients asked in the 2013 survey said we communicate well, but we thought this could be improved upon.

The repeat prescribing scheme, in use by the local pharmacies, was also an area which the group and the Practice felt needed more in depth investigation.

35% of patients asked in the 2013 survey said they were not asked which medications they require each month.

A description of the findings or proposals that arose from the local Practice survey and what can be implemented and if appropriate reasons why any such findings or proposals should not be implemented

Texting software has been purchased to remind patients of appointments booked.
Following discussions with the PPG and Blackawton Parish Council we have instigated specific timed appointments for residents from the villages of Blackawton and Dittisham, to coincide with the weekly bus to Dartmouth. This enables those who have no other transport to see a GP or nurse within the confines of the bus timetable. The daily bus route has been cancelled by the national bus company.
Discussions between the Practice and local pharmacies will be set up to discuss the repeat prescribing scheme.
The rather low percentage of patients being asked which medications they require each month prompted us to look into this further.

A summary of any evidence including statistical evidence relating to the findings or basis of proposals arising out to the local Practice survey:

80% of patients in our 2013 survey said the Saturday surgery was useful.
78% of patients found the appointment system satisfactory.
72% said they were treated with respect by the staff.
These were all good points following on from changes made during the 2012-13 year.
DNAs continue to be a concern to the PPG and details are reviewed at every meeting. The texting solution does not necessarily seem to have made a huge difference to this problem.

A Description of the action which the Practice, the PCT intend to take as a consequence of discussions with the PPG in respect of the results, findings and proposals arising out of the local Practice survey. If this is the second year of the scheme detail here any changes and issues since the 31st march 2012 local patient participation report was completed.

Changes have been made during the last year, as described above, to the appointment system, Saturday surgery, online booking of appointments and newsletters have been introduced.
The main focus initially this coming year will be to make further improvements to our communication channels and to review the repeat prescribing scheme with local pharmacies.
We hope to continue to make improvements to our services throughout the coming year with the help and backing of our patients and the PPG.

A description of the opening hours of the Practice premises and the method of obtaining access to services through the core hours:

The surgery is open from 8.30 am to 6pm Monday to Friday, except Tuesday between 2 and 2.30 pm, when we are closed for staff training. Patients can contact the surgery in person, via phone or by email. Prescriptions can be ordered via phone each morning, or by email, or by dropping the request into the surgery. Patients can also book appointments online.

A description of any extended opening hours that the Practice has entered into and which health care professional are accessible to registered patients.

The surgery is open for booked appointments every Saturday morning from 8.30 am to 12.30 pm. The healthcare professional available on these sessions is a GP.