

PATIENT PARTICIPATION GROUP REPORT

Introduction

Quay Lane Surgery has formed a Patient Participation Group (PPG) to seek the views of our patients and to take these views into consideration whilst planning these services and improving facilities at both the Quay Lane and Donderry surgeries.

The Practice Profile

The surgery has 4,421 patients registered

54 of these patients are registered as being carers and 0.34% of our practice population are of ethnic minority.

Practice population profile		PPG profile	
Age			
Under 16	627 14.21%	Under 16	0
17 - 24	401 9.09%	17 – 24	0
25 – 34	313 2.97%	25 – 34	0
35 – 44	525 11.9%	35 – 44	1
45 – 54	726 16.4%	45 – 54	1
55 – 64	786 17.82%	55 – 64	3
65 - 84	878 19.91%	65 – 84	6
Over 84	140 3.17%	Over 84	0
Ethnicity According to our records we have the following data recorded since we have been recording this. Some patient have refused to give us this information			
White		White	
British Group	3997	British Group	11

Irish	8 .18%	Irish	0
Mixed		Mixed	
White & Black Caribbean	3 .07%	White & Black Caribbean	0
White & Black African	0	White & Black African	0
White & Asian	2 .05%	White & Asian	0

Asian or Asian British		Asian or Asian British	
Indian	0	Indian	0
Pakistani	0	Pakistani	0
Bangladeshi	0	Bangladeshi	0
Practice population profile		PPG profile	
Black or Black British		Black or Black British	
Caribbean	0	Caribbean	0
African	0	African	0
Chinese or other ethnic Group		Chinese or other ethnic Group	
Chinese	1 .02%	Chinese	0
& Any Other	1	& Any Other	0
Gender			
Male	2158	Male	5
Female	2263	Female	6

Representation

To try and obtain a representative sample of patients, we used the following methods:

- Posters were put up in various places advertising for group members
- Details were put up in the waiting rooms and on to the Practice Website explaining what the PPG was for and what it was not for.
- Leaflets were given out to patients opportunistically.

- Receptionists verbally asked patients from all ages group if they would like to join the group including parents who attended baby clinic
- Specific patients known to be carers were invited including the local residential home
- Details of the PPG and how to join have been entered in our practice booklet
- A member's profile form was given to all patients joining the group to establish representation from different groups.
- The meetings are being held in the evenings to attract younger patients who might attend school and patients who might be working during the day.

Unfortunately, patients from the younger age group have not volunteered to be on the group. This was discussed at a PPG meeting and plans are being put in place to invite this group of people to join our group by visiting schools and under 5 groups in particular and to canvas their opinion. The staff have already tried to encourage patients who attend for baby vaccines but with no success.

However we do have representation from carers, the local residential home and patients with knowledge of various chronic diseases and disability.

Also, along with the other two local practices in Saltash the practice is a member of the Saltash Health Strategy group which includes representation from Peninsula Community Health, Cornwall & Isles of Scilly PCT, and adult care and support from the County Council. The public is also represented at this meeting and one of our PPG members is a delegate from Saltash Gateway Community Interest Company which has itself in the last twelve months organised a consultative network for local organisations and individuals interested in health and wellbeing. The link to this is www.saltashgatewaycic.co.uk

Contact details of the members of the PPG are on this website.

Communication

The group meets every two months on a Thursday evening.

We communicate predominantly by email but also face to face and by telephone.

Questionnaire

The practice used the GPAQ questionnaire in July which is well established and is used by many practices in the UK. This was acknowledged and discussed by the PPG. However, the group are now developing a new questionnaire to be used after April this year.

150 patients filled out the questionnaire and the results are posted on this website under the Practice News Section.

The results were discussed at a PPG meeting and priorities for actions were identified.

ACTION PLAN

PRIORITY IDENTIFIED	ACTION REQUIRED BY WHOM	TIMEFRAME	NOTES	COMPLETED
Patients would like a brief message on telephone at lunchtime when the surgery is closed to tell them that the call is being transferred	Contact BT to get costings to arrange this – Janet Moss	As soon as possible.	Janet Moss contacted BT. Quote given to her to be discussed at next PPG Meeting.	
To provide a water machine for patients at St Germans	Judy Carpenter to organise this.	March 2012	Achieved	Yes Feb 2012
Patients requesting card machine to pay for prescriptions	Judy Carpenter to organise	May 2012	In process	
Patients requested to be able to order multiple prescriptions on website	Contact My Surgery to organise this – Janet Moss	As soon as possible.	Achieved	Yes Jan 2012
Patients requested decoration of Quay Lane Surgery premises	Contact decorators to get quotes – Judy Carpenter	By Feb 2012	Achieved	Yes Jan 2012
Provide information on website of local organisations/facilities promoting good health etc.	Janet Moss to investigate.	March 2012	Achieved	Yes Jan 2012

There are no contractual considerations to be discussed with the Primary Care Trust.

There were no issues that cannot be addressed arising from the questionnaire.

Please see practice news for our questionnaire results

Opening Hours

Opening Times - Quay Lane, St Germans

	Morning	Afternoon
Monday	08:30 - 13:00	14:00 - 18:00
Tuesday	08:30 - 13:00	14:00 - 18:00
Wednesday	08:30 - 13:00	14:00 - 18:00
Thursday	08:30 - 13:00	14:00 - 18:00
Friday	08:30 - 13:00	14:00 - 18:00

Opening Times - Downderry

	Morning	Afternoon
Monday	09.00 - 12.30	14:00 - 18:00
Tuesday	09.00 - 12.30	Closed
Wednesday	09.00 - 12.30	14:00 - 18:00
Thursday	09.00 - 12.30	14:00 - 18:00
Friday	08:30 - 12.30	Closed

Tuesday afternoons, Downderry Surgery is now closed. There is no Doctor or Nurse at Downderry on a Tuesday afternoon, only the Private Chiroprapist.

There is a late surgery one evening a week now, this is be based on a five week rota as follows:-

Week 1 Wednesday

Week 2 Wednesday

Week 3 Wednesday

Week 4 Wednesday

Week 5 Thursday

These appointments will be for routine consultations and they will run from 6.30 - 8.45 pm and **MUST BE BOOKED IN ADVANCE**

We will not be able to take incoming phone calls and the surgery will not be open for general enquires. Please do not arrive before 6.30pm for your appointment, the surgery is closed from 6pm-6.30pm.