

## **LOCAL PATIENT PARTICIPATION REPORT - 2011/12**

### **Patient Reference Group (PRG) members present**

The Haven Surgery is a rural dispensing practice with a list size of approximately 1650 patients predominantly White British. A representative 0.6% of patients were in attendance at meetings held on 12/8/11, 20/10/11 and 17/11/11. This included 10 members; 5 male and 5 female with ages ranging from 40 to 81. The PRG has tried to engage patients under 40 but has so far been unsuccessful due to a combination of patient study, family or work commitments.

### **Practice staff (and designation) present**

Dr Rina Miah, GP Principal  
Marion Puntton, Admin Lead (taking minutes)  
Lynne Bryan, Practice Nurse  
Susan Lightfoot, Healthcare Assistant  
Carole Nicholson, Receptionist / Dispenser  
Leah Tallantire, Admin Assistant

### **Key findings from 'Improving Practice Questionnaire (IPQ) Report'**

20 out of 28 indicators were 'excellent' and 7 out of 28 indicators were 'very good'. Only 1 out of 28 indicators was 'good' which was the ability to 'speak to practitioner on phone'. Thus overall 93% of ratings were good, very good or excellent..

The responses which were most positive were 'reception staff' and 'respect shown'. Other 'excellent' responses included satisfaction with visit, warmth of greeting, ability to listen, explanations, reassurance, confidence in ability, express concerns / fears, time for visit, consideration, concern for patient, self-care, recommendation, information of services, complaints / compliments, illness prevention, reminder systems, second opinion / complementary medicine.

The response which was least positive was 'speak to practitioner on phone' but this still achieved a 'good' rating of 69% which is higher than the national average of 61%.

The area in which the surgery deviated most from the national benchmark was 'see practitioner of choice', still rating 'very good' but only at 61% which is lower than the national average of 68%. The reason for this was at the time of the IPQ, the GP Principal was unwell in hospital with pregnancy related problems and the then salaried GP was changing practices due to personal reasons. This meant for a period of time there was a number of locum GPs at the practice.

### **The main priorities identified by the PRG and practice staff**

From the IPQ Report, the main priority was to improve the ability to 'see practitioner of choice'. Thus adverts for a permanent salaried GP and a temporary maternity locum GP was placed. This led to 2 regular GPs at the practice from the start of the GP Principals maternity leave in September 2011, enabling patients to 'see practitioner of choice'. The GP Principal will return in March 2012 and continue working alongside the new salaried GP.

Another priority identified external to the IPQ Report was a threat to the dispensary by a local pharmacist applying to open a pharmacy in Burnhope Village on the grounds that the 'village' is no longer 'rural'. The PRG were strongly against this and set up a survey to seek wider practice population views. This resulted in 239 responses (15% of the practice population), all against the pharmacy proposition. This matter is still ongoing with the PCT and the PRG meet regularly to discuss progress and update the whole practice population.

### **Opening hours and extended hours**

The opening hours of the practice premises are Monday, Tuesday, Thursday and Friday 8am to 6pm, and between 8am and 12noon on Wednesdays with a GP available for emergencies between 12noon to 6pm. The method of obtaining access to services throughout all these hours is via telephone 01207 214707.

Extended hours nurse clinic operates on Thursdays from 6pm to 6.45pm via pre-booked appointments.