

THE RAME GROUP PRACTICE

PATIENT PARTICIPATION GROUP – REPORT 2014

Chairperson's Reflections

We are a mixed group of patients looking at ways to improve the service at the surgery.

The group has a responsibility, as patients, to make the surgery work. Every month 100 patients do not attend appointments, which is 100 doctor appointments not available for other patients in need.

Prescriptions must be put in 5 days before we need them for routine drugs.

Representatives of the group meet with all the other Patient Participation Groups in East Cornwall to see what is happening in other areas.

We are looking forward to the new build and the new facilities it will bring.

We are looking for a new member due to one of the group moving to a new area.

The group is holding an open day at Cornerstone on April 2nd at 2pm for patients to come and have there say.

Group Membership

The group comprises male and female members, primarily representing young person and retired age groups. The group benefits from the attendance of between one and three students from Torpoint Community College, who have proactively shared the views of their peers.

Representation across different specific care groups includes; disability, Parkinson's disease, arthritis, cancer and diabetes, together with input from a local pharmacy.

As the practice covers the Rame area, the group normally meets monthly in Torpoint with an annual meeting held in Cawsand.

The Chairperson and Practice Manager have reviewed the composition of the group against the profile of practice patients. Whilst the patient profile is mainly white/English speaking, the group would welcome a new member to from an ethnic minority. The doctors of the practice are promoting the group to patients from ethnic back grounds to stimulate interest in the group.

Group members also plan to attend meetings of local youth and family groups to seek their views on the practice and generate interest.

Communications

The Chairperson and Practice Manager meet monthly to:

- Discuss any issues which have arisen;
- Decide on questions to be covered in the annual survey;
- Review the results; and
- Agree actions which need to be taken.

Survey

The group and practice conducted a survey between September and December 2013, focusing on:

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- Respectful treatment by doctors and nurses;
- Involvement in decisions about care by doctors and nurses;
- Ease of contact of the out of hours service; and
- Awareness of the minor injuries service.

The survey was available for completion online or using paper surveys available through the practice reception and through Patient Participation Group distribution through coffee mornings and personal contact.

On completion of the survey, the Chairperson and Practice Manager discussed the results, which were then taken to the group meeting on 27 January 2014, which was also attended by the Practice Manager.

The survey gave a general impression of satisfaction with the practice, with the main area of criticism being the delay in obtaining an appointment with a named doctor, in particular a preferred doctor for patients with chronic conditions.

Actions

The Patient Participation Group has been operating since 2011 and this year has:

- Actively participated in the East Cornwall Umbrella Group;
- Held an open meeting in both Torpoint and Cawsand for patients, in addition to regular group meetings; and
- Built a good working relationship between the Chairperson and Claire Greaves, new Practice Manager, following Jane Kelley's retirement.

The key areas of action are:

- Seeking a representative from an ethnic back ground to join the Patient Participation Group;
- Approaching CORMAC Highways regarding reserved parking for patients in front of Cawsand surgery;
- Implementing an online appointment booking and prescription requesting service; and
- Improving access to doctor appointments.

Practice Opening Hours

Practice reception is open at the times set out below for each surgery, where the reception team will be happy to assist you either face to face or through contact by telephone.

16 Antony Road, Torpoint

| Day | Morning | Afternoon |
|-----------|-------------|-------------|
| Monday | 8.30 – 1.00 | 2.00 – 6.00 |
| Tuesday | 8.30 – 1.00 | 2.00 – 6.00 |
| Wednesday | 8.30 – 1.00 | 2.00 – 6.00 |
| Thursday | 8.30 – 1.00 | 2.00 – 6.00 |

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| | | |
|--------|-------------|-------------|
| Friday | 8.30 – 1.00 | 2.00 – 6.00 |
|--------|-------------|-------------|

22 St James Road, Torpoint

| Day | Morning | Afternoon |
|------------|----------------|------------------|
| Monday | 8.30 – 1.00 | 2.00 – 6.00 |
| Tuesday | 8.30 – 1.00 | 2.00 – 6.00 |
| Wednesday | 8.30 – 1.00 | 2.00 – 6.00 |
| Thursday | 8.30 – 1.00 | 2.00 – 6.00 |
| Friday | 8.30 – 1.00 | Closed |

Coombe End, Cawsand

| Day | Morning | Afternoon |
|------------|----------------|------------------|
| Monday | 9.00 – 1.00 | 4.00 – 6.00 |
| Tuesday | 9.00 – 1.00 | 4.00 – 6.00 |
| Wednesday | 9.00 – 1.00 | Closed |
| Thursday | 9.00 – 1.00 | Closed |
| Friday | 9.00 – 1.00 | 4.00 – 6.00 |

The practice operates an evening surgery on alternate Tuesday and Wednesday evenings, running from 6.30pm to 9.00pm from 16 Antony Road. Both doctor and nurse appointments are available at evening surgery. Appointments for evening surgery must be pre-booked in advance, as surgery reception is not available for walk in enquiries.

PPG & Survey Results Report

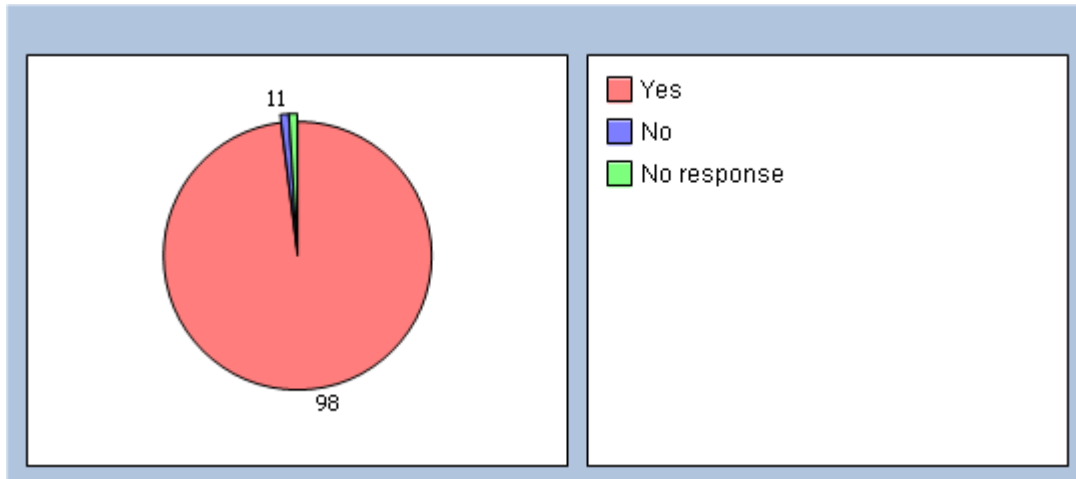
2013 Patient Survey Results

On your last visit to see a doctor, did you feel that you were treated with respect?

Yes 98%

No 1%

No response 1%



On your last visit to see a doctor, how well did you feel you were involved in decisions about your care or treatment?

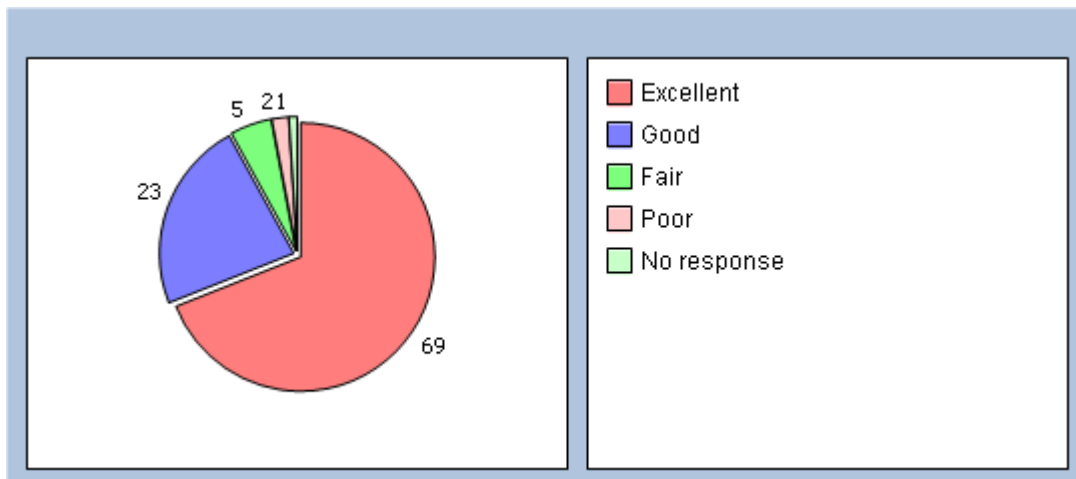
Excellent 69%

Good 23%

Fair 5%

Poor 2%

No response 1%



PPG & Survey Results Report

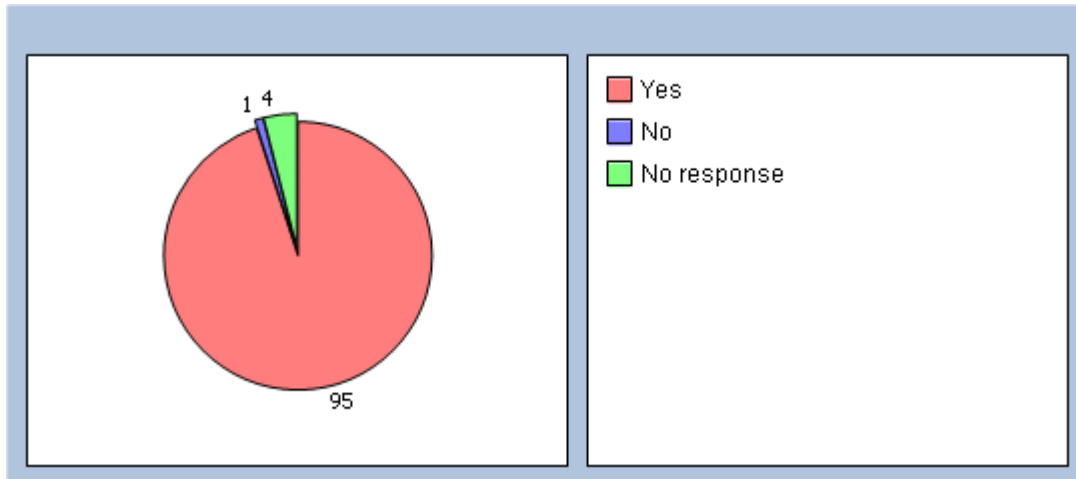
2013 Patient Survey Results

On your last visit to see a nurse, did you feel that you were treated with respect?

Yes 95%

No 1%

No response 4%



On your last visit to see a nurse, how well did you feel that you were involved in decisions about your care?

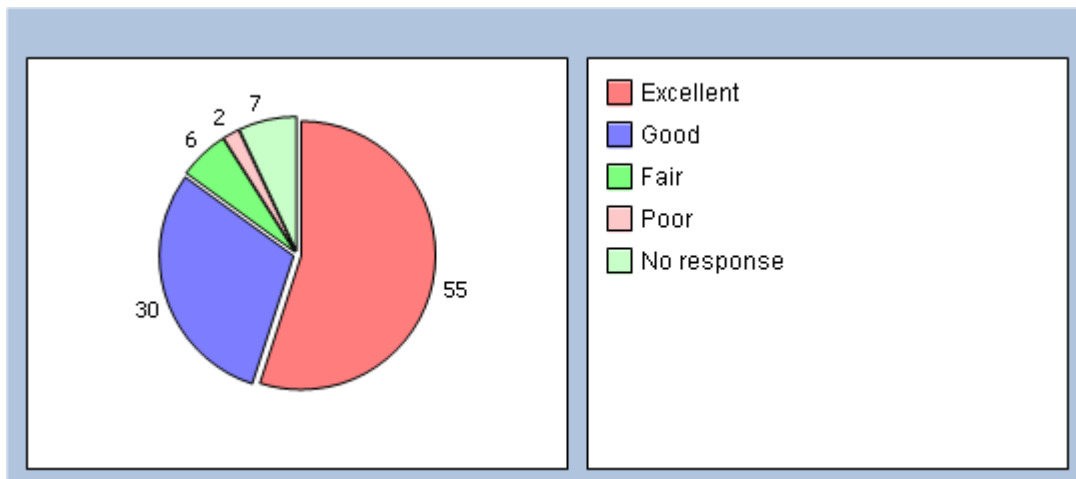
Excellent 55%

Good 30%

Fair 6%

Poor 2%

No response 7%

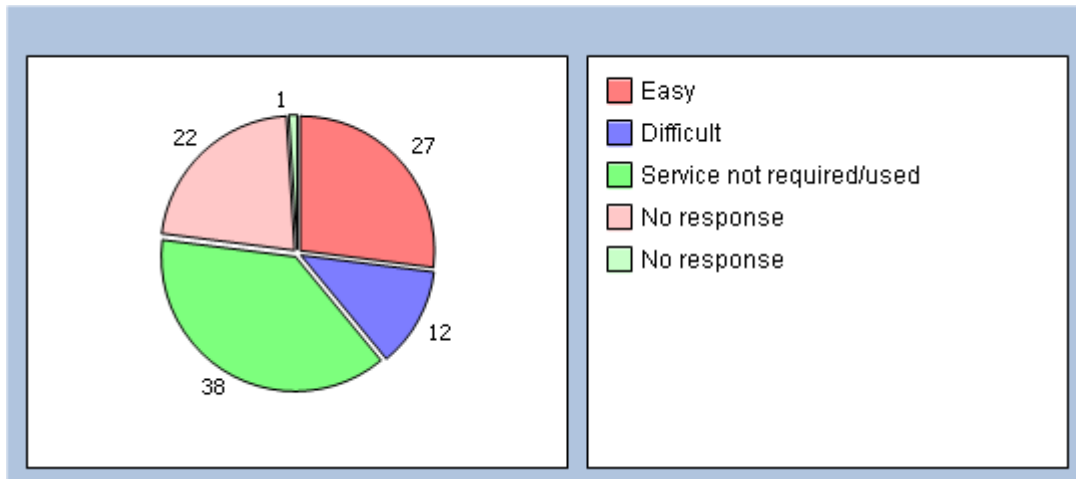


PPG & Survey Results Report

2013 Patient Survey Results

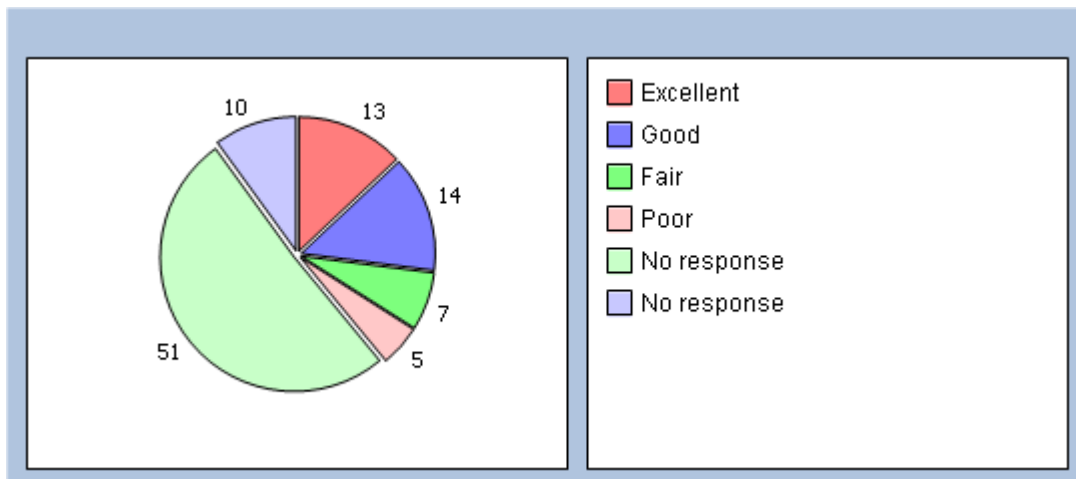
If you have needed the out of hours service, how easy was it to contact them?

Easy 27%
Difficult 12%
Service not required/used 38%
No response 22%
No response 1%



How satisfied were you with the out of hours service?

Excellent 13%
Good 14%
Fair 7%
Poor 5%
No response 51%
No response 10%



PPG & Survey Results Report

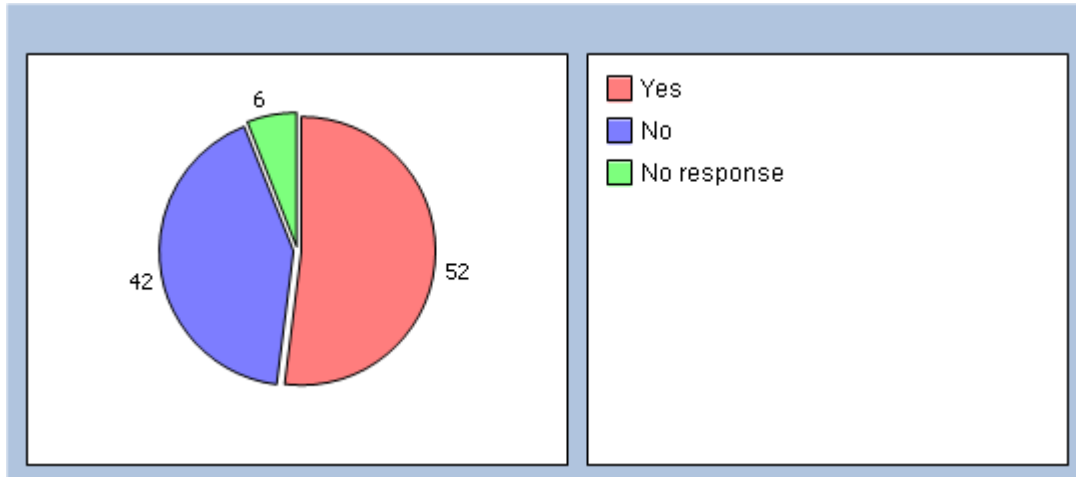
2013 Patient Survey Results

Do you know that the surgery provides a minor injuries service?

Yes 52%

No 42%

No response 6%



If you have needed to use the service, how satisfied were you with your treatment?

Excellent 15%

Good 8%

Fair 1%

Poor 2%

No response 63%

No response 11%

