

THE RAME GROUP PRACTICE.

PATIENT PARTICIPATION GROUP REPORT AND QUESTIONNAIRE

March 2011.

PRACTICE DEMOGRAPHICS

The Rame Group Practice operates from 3 sites. Two within the Torpoint area and 1 branch surgery at Cawsand some 8 miles away.

We currently have a registered patient list size of 9818 patients, with almost all of our patients speaking English.

Our practice population covers a wide range of people, both from deprived backgrounds and the more affluent.

21.98% of our registered patients are aged over 65y.

The practice currently has 4 GPs, 2 GP Registrars, 2 Nurse Practitioners, 3 Practice Nurses and 2 Healthcare Assistants providing appointments throughout our core opening hours.

See Annexe A

ESTABLISHMENT OF PPG

We were fortunate in that the recently retired Chairperson of the Community Health Around Torpoint (CHAT) accepted the challenge to help establish a patient participation group from a cross section of patients from within the practice population.

Information given on the National Association Patient Participation Groups website was utilised to guide us through the early stages of the group's development.

Patients were approached both verbally and advertisements placed in the waiting room and on the practice website inviting interested parties.

A group of four interested patients met during March 2011, to establish the formation and to elect officers for the group.

The number of members very soon increased to ten, with representation from Adult Disabilities, Arthritis Group, Parkinsons Group, Cruise, The Job Centre, Diabetic Association, Mental Health, Disabilities in Children, Torpoint Council and Cornwall County Council.

There is a good balance of both male and female patients; all of who have experienced the range of both primary and secondary care settings.

The average age of the PPG membership is 65 years.

To date we have a carer's register of 196 patients, but no representation on the PPG.

Despite in depth discussions with the local community college and the assurance that two pupils undertaking A' levels in Health Studies would be present at the first meeting, to date no representatives have been forthcoming.

Representatives from the PCT have attended a PPG meeting to discuss the proposed new build and to hear the comments expressed.

Two of the aims for the forthcoming 12 months are to

- a. Attract members from the teenage age group to join the PPG or establish pathways to seek their views,
- b. Attract members from the carers list to join the PPG

Minuted meetings are held on a monthly basis, followed by meeting with chairperson and non-clinical partner.

Quarterly Meetings are attended by a clinical and non-clinical partner

Annual Open Meeting 27th March 2012

Annual constitutional meeting May 2012- annual election of officers

PATIENT QUESTIONNAIRE.

The PPG designed the 2012 patient questionnaire using previous CFEP questions and adding to where appropriate.

[See Annexe B.](#)

These questionnaires were available in paper form at all 3 sites and also on the practice website, for a period of 14 days.

124 completed questionnaires were received.

Results of questionnaire.

[See Annexe C.](#)

It was apparent that in two areas, patients felt that we could improve and or expand after discussion with the PPG and the partners they were agreed:

39% of those completing the questionnaire stated that the waiting time to see a particular GP was more than 1 week.

This we have addressed by increasing the clinical commitment of 2 partners by 2 sessions per week and 1 partner by 1 session per week.

52% of those completing the questionnaire appreciated that availability to speak with a GP on the phone to obtain medical advice.

This we have addressed by reserving telephone slot appointments at the end of every morning session, being undertaken by a GP.

These results are published on practice web site and waiting room notice boards, with a repeat questionnaire being undertaken in 6 – 9 months time.

See Annexe D.

Annexe A

Antony Road Surgery Opening Hours

	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
Saturday	closed	closed

St James Road Surgery Opening Hours

	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	closed
Saturday	closed	closed

Coombe End, Cawsand Surgery Opening Hours

	Morning	Afternoon
Monday	09:00 - 13:00	16:00 - 18:00
Tuesday	09:00 - 13:00	16:00 - 18:00
Wednesday	09:00 - 13:00	closed
Thursday	09:00 - 13:00	closed
Friday	09:00 - 13:00	16:00 - 18:00

ANNEXE D

The Rame Group Practice Patient Participation Group has recently carried out a survey seeking patient's views on their experiences at the surgeries.

124 patients completed and returned the Patient Survey Questionnaire, which in general was encouraging.

The following shows two of the issues raised and the actions being taken by the practice in conjunction with the PPG:

40% of those completing the questionnaire stated that the waiting time to see a particular GP, was more than 1 week.

This we have addressed by increasing the clinical commitment of 2 partners by 2 sessions per week and 1 partner by 1 session per week.

52% of those completed the questionnaire appreciated that availability to speak with a GP on the phone to obtain medical advice.

This we have addressed by reserving telephone slot appointments at the end of every morning session, being undertaken by a GP.

These changes will be monitored and will be included in the Patient Satisfaction Survey of 2012/13.

In the meantime, should you have any concerns, please do not hesitate to speak with a member of the Patient Participation Group, one of the GPs or Jane Kelley.