

COURTYARD SURGERY

Local Patient Participation Report 2014 - 2015



Introduction:

There have been meetings of the Patients Participation Group and those in favour of e-mail contact have been contacted to canvas views on specific items.

Action Plan – 2012-13

Prescriptions:

During 2014-15 we brought in a system of Do's and Don'ts leaflets when the practice moved to electronic prescribing. Once this system was started, we included an explanation in our Newsletter, and explained to patients in person as we checked their nominated pharmacies.

Patient numbers:

Courtyard Surgery has 2,634 registered patients (51.1% Female, 48.9% Male)

Of these: -

4.9%	are aged 18 – 24
8.6%	25 – 34
10.3%	35 – 44
16.8%	45 – 54
14.7%	55 – 64
14.1%	65 – 74
7.2%	75 – 84
4.1%	85+

41 are in Residential and Nursing Homes
52 are on the Carers Register
6.4% claim a nationality other than British.

The South West has the highest proportion of older people and lowest population density of any English region. This is reflected in our demographic. We have almost 9% of the population of the SN10 postcode on our list.

Engagement:

In order to obtain a representative sample of patients in our Patient Participation Group, we advertise the initiative

- on our website
- via our Waiting Room television screen
- via our New Patient Registration packs
- Occasional mentions in local Parish Magazines and newspapers.

The group remains open to any patient keen to join.

Patient Participation Group

Our Patient Participation Group comprises 20 male and 24 female members, (44 in total) all of whom are registered patients – this reflects almost exactly the male/female patient list ratio.

0 are 18 – 24
4 are 25 – 34
4 are 35 - 44
3 are 45 – 54
13 are 55 – 64
14 are 65 – 74
4 are 75 – 84
2 are 85+

41 are White British, 1 is Asian, 1 Afro Caribbean, 1 is White Other

6 are unpaid carers for a friend or relative

1 is the retired manager of a Care Home

10 consider themselves to have a disability

20 are currently employed (full or part-time) 22 are retired, 1 is on long term sick benefit, 1 is a full time mother.

Again this year, we feel we are under-represented in the younger age groups, despite particularly targeting those areas (for example, explaining it face-to-face when registering young patients).

Communication with the PPG

The surgery has been in contact with the group two to three times during the year. 4 members prefer communication by post, but to date the majority (40) are contacted via email.

Topics for discussion are first discussed at a Staff Team Meeting following comments from patients and staff members, then put to the PPG as suggestions for potential changes to the way we work.

Surgery Times and Extended Hours

The Surgery changed its opening hours a few years ago, to start earlier at 8.00am each day, to run a Late Surgery with a doctor every Friday evening, and to run a Blood Test session every morning. There are also special surgeries run based on areas like INR testing, diabetic checks, weight loss, and Out of Office hours NHS Healthchecks.

The Surgery is open for telephone calls (01380 813300) and patients presenting at Reception at the following times (Doctor and Nurse Clinics will be within these hours):

Monday	8.00am – 12.30pm (closed for lunch – emergency calls on 01380 813318)	1.30pm – 6.30pm
Tuesday	8.00am – 12.30pm (closed for lunch – emergency calls on 01380 813318)	1.30pm – 6.30pm
Wednesday	8.00am – 12.30pm (closed for lunch – emergency calls on 01380 813318)	1.30pm – 6.30pm
Thursday	8.00am – 12.30pm (closed for lunch – emergency calls on 01380 813318)	1.30pm – 6.30pm
Friday	8.00am – 12.30pm (closed for lunch – emergency calls on 01380 813318)	1.30pm – 6.30pm

Friday Late Surgery (routine appointments with a doctor, booked in advance) 6.30 pm – 8.00pm*

* N.B. The telephone lines close at 6.30pm. For advice and help between 6.30pm and 8.00am, or at weekends and Bank Holidays, the Out of Hours number to call is **111**.