



Evergreen House Surgery

LOCAL PATIENT PARTICIPATION REPORT

MARCH 2013

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INTRODUCTION

This document is a detailed report of the ongoing work undertaken in 2012/2013 by Evergreen House Surgery in the further development of our Patient Reference Group (PRG). It outlines our involvement in seeking the views of our patients through the use of two patient surveys. The outcome of that engagement is contained in this report which will be published on our website, made available in hard copy format in our waiting room and sent to our Primary Care Trust.

FURTHER DEVELOPMENT OF OUR PATIENT REFERENCE GROUP (PRG)

In order to try and increase the number of members in our PRG, we have continued to display posters (Appendix 1) in the surgery waiting room and in consulting rooms. Flyers with a sign-up form (Appendix 2) were updated and made available at reception and also for the doctors to give out personally to their patients during consultations. These flyers continue to be included in our new patient registration packs.

Currently we have 32 members of our PRG. Due to the majority of the group having email access, we remain primarily a virtual group. We hold meetings once a year but welcome feedback from members at any other time.

CONDUCTING PATIENT SURVEYS AND COLLATING PATIENT VIEWS

Results of the full survey findings can be found on our website www.evergreenhousesurgery.nhs.uk

CONSULTING WITH THE PRG TO DISCUSS SURVEY FINDINGS

This year's survey was carried out later than anticipated due to a computer upgrade to EmisWeb. The results have therefore not yet been discussed with the PRG but have been sent electronically for comments. No comments had been received at the time of writing this report.

This year's survey included an additional question. It asked the patient's to give the surgery an overall score out of 10. This question was added as a result of consultation with the group to see if any changes to the survey needed to be made. It was the only one identified.

AGREEING AN ACTION PLAN WITH THE PRG

The draft points for inclusion in the current Action Plan were emailed to the virtual PRG and also sent to the postal PRG members for their comments. A good response was received with very helpful and constructive points for consideration in implementing proposed changes arising out of the two surveys. A final draft of the Action Plan (Appendix 3) was completed. The PRG were thanked once again for all their hard work.

PUBLISHING RESULTS

This report has been prepared following collaboration over the past year with the PRG as detailed above. The report will be published on our website at www.evergreenhousesurgery.nhs.uk and will be made available to our wider patient community via email, posted to patients in our care homes, distributed to housebound patients during visits and paper versions made available in the waiting room at the surgery.

For further general information, our practice opening times and methods of obtaining access to our services can be found in Appendix 4.

Report compiled by: Wendy Cousins
Title: Governance Lead
Date: 30th March 2013

Evergreen House Surgery

**Would you like to have your say
about the services provided at
Vine House?**

We want you!

**Please join our Patient Reference Group –
ask at Reception for more information or to sign up to
join**



Information is also available on our website –
www.evergreenhousesurgery.nhs.uk

Thank you for your support in helping us to improve the service we provide to you.

Wendy Cousins – Governance Lead

Working together to improve your healthcare

**All personal information received will be handled in the strictest confidence and in
accordance with the Data Protection Act 1988**

WE WANT YOU

Join up now & have your say

Evergreen House Surgery
22 Cheshire Road
Wood Green
London N22 8JJ

TEL: 020 8888 8378

WEBSITE:

www.evergreenhousesurgery.nhs.uk

**PATIENT
REFERENCE
GROUP**



INTRODUCTION

Dear Patient

We would like to know how we can improve our service to you and to help us with this we have formed a Patient Reference Group (PRG). The purpose of the Group is to ensure that patients are involved in decisions about the range and quality of services provided by this practice. The Group helps to shape our annual practice surveys. Once the practice has had a chance to analyse the results of the surveys, there is the opportunity for the Group to comment on and discuss the findings with the practice.

Following these discussions, an action plan is produced and agreement reached as to how any recommendations may be developed. The practice then publicises actions taken (and subsequent achievement) in the form of a Local Patient Participation Report which is published on our website. The Report for March 2013 can be found on our website.

We aim to continue to gather patients from as broad a spectrum as possible to get a truly representative sample of responses. We need everyone - young people, workers, retirees, people suffering from long-term conditions & people from non-British ethnic groups.

If you are interested in being involved in the Patient Reference Group or would like to find out more, please complete the sign-up form, detach it from this leaflet and either leave it at reception or post it to the address on the front of this leaflet. Find out more and complete a sign-up form by visiting our website -

www.evergreenhousesurgery.nhs.uk

Many thanks for your assistance.
Wendy Cousins – Governance Lead

APPENDIX 2

FAQ's

What is a Patient Reference Group?

It is a group of patients who volunteer to get involved in making sure that the surgery is providing the services its patients need.

What is the purpose of me joining this group?

We want to ensure that the people who use our services are able to have their say. Your opinion matters to us, the people who use the services are the best people to tell us what works & what improvements we could make.

How are you likely to contact me?

The Group is mainly a virtual group using email to communicate. It is therefore helpful if you do have access to email. If, however, you do not have access to the internet, we are happy to correspond by post. We tend to meet face-to-face at meetings held at the surgery to discuss survey results and for action planning.

Will the questions be medical or personal?

We will only ask questions relating to the practice & the services we provide.

Who else will be able to access my contact details?

As always, all information you provide to us will be kept safe & secure, they will only be used for the purpose you have provided them for & they will not be shared with anyone else.

What if I sign up & leave my contact details but then decide I no longer wish to be involved?

If at any time you change your mind & no longer

wish to be involved, let us know in writing & we will remove your contact details from our list.

SIGN-UP FORM

NAME:	
ADDRESS:	
HOME TEL No:	
MOBILE:	
EMAIL:	

Please complete your email address, if you have one, as this is our preferred method of contacting you.

(The information requested below will help make sure that we receive feedback from a representative sample of our patients)

How would you describe how often you visit the surgery?

- Regularly
- Occasionally
- Very rarely

YOUR GENDER

- Male
- Female

YOUR AGE

- Under 16
- 17 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 - 74
- 75 - 84
- Over 84

ETHNIC BACKGROUND

WHITE

- British
- Irish

MIXED

- White & Black
- White & Black

- Caribbean
- African

ASIAN OR ASIAN BRITISH

- Indian
- Pakistani

- Bangladeshi

BLACK OR BLACK BRITISH

- Caribbean
- African

CHINESE OR OTHER

- Chinese
- Any other

We will not respond to any medical information or questions received via this form. This information will not be used for any other purpose, in accordance with the Data Protection Act 1998. This Act gives you the right to know what information is held about you and sets out rules to make sure this information is handled properly.

Action Plan				
What	How	Who	When	Outcome
Increase disabled parking / comfort in surgery	1.Disabled bay outside front of surgery 2. Higher padded chair in waiting area	Practice manager	End of 2012	Achieved as agreed
Electronic BP / BMI machine in weighting room	Purchase item	Practice manager	February 2013	Achieved as agreed
Improve DNA rates within the surgery	Advertise how many DNA's each week	Receptionist	March 2013	Not yet measurable until next survey

Evergreen House Surgery

Opening Times

The surgery is open Monday to Friday (excluding Bank holidays) from 8.00 am until 6.30 pm and does not close for lunch. There are extended hours every Monday 6.30-7.30 for routine appointments only.

Our Appointments System

Set out below is a summary of the appointments booking system.

Appointments can be made:-

- Via the reception desk
- By telephone on 020 8888 8378
- Via the internet through our website www.evergreenhousesurgery.nhs.uk – you will need to register for this service. Please enquire at the desk

The computer system allows for appointments to be made:-

- For up to 4 weeks in advance
- For booking within 48 hours

We undertake to maintain a fair balance of the different appointments on offer and all receptionists will do their very best to accommodate your requirements. Please bear in mind that it may not always be possible to offer you exactly what you want, but we will do our very best.

Should you require Out of Hours assistance, please ring 111/. This service is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

What may help you also is to know when the doctors and nurses are scheduled to work. A normal working week will look like this, but don't forget that doctors attend study days and courses as part of maintaining their professional standards, take holidays and, unfortunately, sometimes they fall sick.

Doctors

Dr H Pelendrides	(f)	Monday & Tuesday
Dr G Jolic	(m)	Everyday
Dr M Ambrose	(f)	Wednesday & Friday
Dr P Stefanova	(f)	Wednesday & Thursday
Dr M Dalziel	(f)	Tuesday, Wednesday & Thursday

Nurses

Mrs W Cousins	(f)	Monday, Thursday & Friday
Mrs T Cusdin	(f)	Monday, Tuesday, Wednesday & Thursday