



CENTRAL SURGERY

PATIENT PARTICIPATION GROUP

REPORT FOR 2014/15

Practice Profile

Central Surgery has been established in St Helens for over 50 years. We are now well settled in our purpose built building having been here since February 2009.

We now have five doctors in total, two lady doctors and three male doctors they are Dr Kenneth Marriott, Dr Barbara McCourt, Dr Zaineb Razzak, Dr Michael Ejuoneatse. We also have Dr Colin Richardson who has been with us since October 2013. Dr Richardson has settled in well and become a valuable part of the practice team. We also have a practice nurse, Rachel Deas who only recently joined the practice in October 2014 and HCA Sue Moran. We have nine administration staff in total including the Practice Manager.

At present we have 6026 registered patients and this is increasing steadily. We offer various services ranging from Health checks to antenatal checks (a full list of these can be found in our practice leaflet). We strive to provide our patients with the best service possible and are constantly looking at how to improve our services or if we can introduce a new service that may be of benefit to our patients and to help us provide medical of the highest standard to our patients.

We are always open to patient's comments and/or concerns and take time to listen.

Patient Participation Group

Our patient group was first set up in 2011 and initially meetings were held every four weeks this enabled us to establish rules and protocols. The group now meets every three months. Since then we have seen many changes in particular members leaving, new members joining, changes in the NHS and the practice. At the beginning it was a very keen group but as a result of changes and personal events the meetings have not always been as productive as we would have hoped.

We consult with our Patient Group on the way we deliver our services and ask for their views on how the changes within the NHS are affecting General Practice. The present members are very keen to continue and improve the way the meetings work and to try and encourage other people from all ages, gender and ethnicity to join our

group. Hopefully the group will go onto to bigger and better things during the course of the next year from April 2015 to March 2016.

The Patient Group is not a forum for individuals to raise personal issues and these should be dealt as usual by using the Comments, Concerns and Complaints procedure.

The members we have at present are as follows:

Mike Critchley – Chairman
Margaret Bellis
Winifred Coughlin
Harold Taylor
Russell Hazlehurst
Brian Bawden
Stuart Woodyer

Mr Woodyer is our newest member but has already made a valuable contribution to the group.

Methods used to invite members to join the PPG

We have tried various means of attracting patients to join our PPG such as:

Practice Website
Practice Leaflet
Noticeboards
Word of mouth
New Patient registration forms

As we do not seem to get a good result from these methods we are considering having a virtual PPG for those people who would like to be part of the group but due to work or family commitments cannot attend but would be able to email their comments for discussion.

Patient Survey

Our last patient survey was carried out by CEFU UK in February 2013. We did not carry a survey out in 2014 but we will be doing another one during the 2015/16 at some point. We will also be doing a survey on our website throughout the year.

The previous survey brought about some changes in the practice such as:

- The practice now opens all day from 8.00am to 6.30pm
- We now have an easy to use Patient booking in system that allows patients to book in for their appointment. This has reduced queues at the reception desk.
- We use an SMS reminder system to let patients know of the date and time of their appointment.
- We have improved our procedures and systems and constantly re-evaluating these

- We offer late appointments for working people
- We provide a generic email address, central.surgery@sthelensccg.nhs.uk that patients can use to order prescriptions.

The Action Plan for 2013/14 that was produced from the survey was completed with outcomes as follows:

- The group asked for someone from the CCG to come and speak to the group, this was completed by 25.7.13 and members commented that it was extremely interesting and found it very useful.
- The group suggested a restructure of the group to show purpose and change of frequency of meetings. This was completed by 30.1.2014. There is still some work to be done in this area as personal events put some of this on hold.
- The group asked if we could encourage new members to join. There is no end date to this and is on-going.
- The group said a member will attend the St Helens Commissioning Group's Patient Participation Group, and this will be done on a rota basis. To be reported on in April 2014. This was completed and on-going.

Access

Access to the practice has improved greatly over the past few years and we are conscious of the fact that there are more working people than ever who need flexibility in practice opening and appointment times. The practice is looking at this to see if further improvements can be made with regards varying the times of appointment availability and we will keep you updated of any changes that may come about as a result.