

Patient Participation DES  
Roslea Surgery  
2012  
Dr H R King - Clinical Lead  
Paula Ord - Administration Lead  
rosleasurgery.co.uk

## Introduction

We started our PPG journey in January 2012. We asked receptionists, nurses, doctors and administrative staff for names of patients they felt would be suited to be a part of the PPG. We also ran audits of age groups - this enabled us to get a broad spectrum of patients from different backgrounds, ethnicity, work status etc. These audits covered age groups: 16-24 yrs, 25-39 yrs, 40-54yrs, 55-69 yrs and 70 yrs +. This audit covered both male and female patients. We also selected a number of patients from our antenatal clinics and baby clinics.

## Aims & Objectives

- 1) To encourage a dialogue between the surgery staff members and the patients.
- 2) To gain an insight as to what is expected from our patients and to try to accommodate change to meet these expectations.

## PPG DES - Stage 1

A PPG was set up using the following:

Letters sent to patients following an audit as outlined above - please find attached a copy of the letter we sent to these selected patients (item 1)

A email address specifically for PPG business and correspondence was set up - [rosleappg@nhs.net](mailto:rosleappg@nhs.net)

Posters were placed in reception and at the nurses waiting area - please find attached a copy of the poster (item 2)

Leaflets were handed out by reception staff to patients and smaller leaflets were attached to prescriptions - please find attached a copy of the leaflets (item 3)

Information of the PPG was printed on the white side of each prescription

## Stage 2

Our first PPG meeting was held on 9/2/2012 and 9 patients attended. We discussed issues that the patients had with services we provide and also asked for ideas on which services they would like us to provide which we currently do not. Please find attached the minutes of this meeting (item 4)

### The PPG Members

The PPG members are a good representation of our practice population. We have a wide range of ages - from mid 30's to 70+, and we have an equal share of male and female members. Some members utilise the surgery on a regular basis while others very infrequently. Some of the PPG members are working full time, some part time and others are retired. We have a married couple who are members; this couple have small children, so their needs differ greatly from those members which are retired for example. This leads to a greater diversity of opinions and ideas regarding Roslea Surgery.

### Stage 3

Based on the information we received from the PPG members, a questionnaire was designed and given to patients by reception staff over a 2 week period. Please find enclosed a copy of the questionnaire (item 5)

The results of the questionnaire were displayed in reception, the nurses waiting area and put on the Roslea website. Please find enclosed a copy of the patient questionnaire results (item 5a)

### Stage 4

The following PPG meeting was held on 29.3.2012 and the patient questionnaire was discussed. Please see attached the minutes of this meeting (item 6)

### Stage 5

An action plan was set out to make the following changes and to implement the following services:

- 1) To set up an online prescription ordering service
- 2) To contact the council regarding disabled parking
- 3) To discuss possible changes to the appointment system outlined by the PPG members with the partners at Roslea.

Please see the minutes of the meeting for more information

Roslea Surgery Opening Hours:

Monday to Friday - doors open at 8am and close at 6pm

Emergency line opens at 8am and closes at 6.30pm - Tel: 01772 335128

(please note this telephone number should be used when requesting a home visit - please ring BEFORE 10.30am)

Appointments line opens at 8.15am and closes at 6pm - Tel: 01772 339733

Prescription Line opens at 9am and closes at 12noon - Tel: 01772 626737

GP's surgery times:

Dr D R Moore:

Monday & Tuesday

8.15am to 10.30am & 3pm to 5.20pm

Wednesday & Thursday

8.15 am to 10.30am

Friday

General surgery ~ 8.15am to 10.30am

Freezing / Minor Ops clinic ~ 2.30pm to 4.30pm

Dr H R King

Monday & Wednesday

8.30am to 11.30am & 3pm to 5.40pm

Friday

8.10am to 11.10am & 2.30pm to 3.50pm

Dr A P Nally

Monday, Tuesday, Wednesday & Friday

8.30am to 11.10am & 3pm to 5.20pm

Thursday

8.10am to 10.20am

Dr L Atherton

Monday

8.30am to 11.10am & 3pm to 5.20pm

Tuesday

General surgery ~ 9.50am to 10.40am

Baby Clinic ~ 11am to 12.15pm

General Surgery ~ 3pm to 5.20pm

Wednesday

10am to 12.10pm

Thursday

8.30am to 11.10am & 3pm to 5.20pm

Friday

8.30am to 11.10am to 3pm to 5.20pm

Please note - Dr Atherton and Dr King alternate an IUD Clinic on a Monday afternoon ~ 2.10pm to 4.10pm.

Dr D Cheung

Monday

8.10am to 11.10am & 3.20pm to 5.40pm

Tuesday

8.10am to 10.20am

Wednesday

Diabetic Clinic ~ 8.10am to 9.10am

General Surgery ~ 9.30am to 11.10am & 3.20pm to 5.40pm

Thursday

8.10am to 10.50am & 3pm to 5.20pm

Friday

8.10am to 11.10am & 3.20pm to 5.40pm

(Please note all these surgery times are subject to change)