

RAINFORD HEALTH CENTRE

PATIENT PARTICIPATION REPORT 2013-14

Areas of priority agreed with PPG

Access in primary care has recently been on the political agenda and because of the planned retirement of Dr Webster the practice undertook a re-configuration of GP appointments. During this process consideration was given to opening the surgery earlier. In this respect at our PPG meeting on 19th December 2013 the practice announced its intention to open from 8am on a Thursday and Friday of each week. There would be access to admin staff and the telephone lines would be open from this time. GP consultations would commence at 8.10 am (50 minutes earlier than the norm).

The PPG discussed the options around embargoing these early appointments to give patients in full time employment the opportunity of attending for a GP consultation outside of normal working hours. The alternative option was for these appointments to remain as the default, book in advance on a first come first served basis.

In January and February 2014 the Practice undertook a survey to gauge the views of the practice population.

Survey Analysis

The practice had 300 surveys completed - 6.4% of the practice population.
100 questionnaires were given to patients aged 18 to 40 years
100 questionnaires were given to patients aged 41 to 60 years
100 questionnaires were given to patients aged over 60 years

The age split was designed to give a fair representational view of our patients.

Results and Action Plan.

See Appendix A here

<http://www.rainfordhealthcentre.co.uk/report/Appendix%20A%20breakdown%20of%20results%202013-14.xlsx>

As the graphs indicate, a slight majority of patients wish to see the appointments remain as normal bookable appointments. The surgery will commence with the early opening from 1st May at the latest. GP appointments will be bookable in advance and on a first come first served basis. The appointments will also be available for on-line booking.

The practice reserves the right to monitor the use of these appointments and consider using the embargo option at a later date if it feels appropriate.

