

LOCAL PARTICIPATION REPORT

New Website: www.Midwaysurgery.co.uk

To establish the virtual PPG we have updated our practice website. Whilst it was being developed we advertised the formation of the group by issuing leaflets to the patients when they visited the reception area of the surgery. A message was displayed on the waiting room screen telling everyone what it was for and how to join. All the clinician's rooms had a supply of leaflets inviting patients to express their views.

Some patients expressed an interest in joining the group by completing a form and we actively asked patients attending the regular baby, diabetic, COPD and asthma clinics if they would complete a joining form in an effort to ensure we would achieve a good practice profile that covered all age groups.

Once the website was up and running, the paper applications were entered and patients were also able to register via the website.

Emails were sent to the group asking them to complete the first survey. We asked what issues they would like to address about the Practice from this list:-

Clinical Care

Getting Appointments

Reception

Opening Times

Parking

From this list 80% replied clinical care and 77% about getting appointments.

From this analysis we prepared a Patient Survey Analysis about these issues by preparing a set of questions for both of the issues raised with multiple choice answers for the PRG to complete.

At all stages of the process the PRG can see the replies and progress being made on the website.

Following the launch of the new website in Dec 2011 it has been visited 13,659 times to date which is an average of 3,415 per month.

We then published the results of the Survey Analysis on the website and invited PRG to join a forum to discuss the results and leave comments or suggestions all of which can be seen. There appear to be no concerns that need to be addressed and the responses are all quite favourable. From the few comments received, waiting times and car park were mentioned along with better advertising of the website to patients who want a repeat prescription.

The results have now been published on line and a forum is open until Tuesday 20 March asking patients for views and comments on the results of the Patient Survey results.

There has been no response to our final forum asking if they agree with the Patient Survey Results but we have taken the comments from the suggestions we did receive and have taken the action to address those points.

We will remind the patients that the areas of the car park that have no tarmac are not the responsibility of the surgery. We also know that members of the public using the park and school sometimes use our car park spaces and we will continue to discourage this as much as we can.

We have reminded the reception staff to inform the patients of any delays due to the Doctor running late for appointment times and also if an emergency situation arises and causes a delay.

Finally, we have advertised the launch of the new website on notices in the surgery, our new practice leaflet and on the Plasma screen in the waiting room. We have decided that we are now going to include it on our repeat prescription forms.

We are now ready to publish the results and have completed all elements of the DES.

We have full details of our opening hours on the website and our practice leaflet and they are:-

Monday to Friday 8.00am to 6.30pm

Appointments are available between 8.30am to 6.30pm

1st Saturday every month 8.00am to 9.15am

Extended hours

Tuesday and Wednesday 6.30pm to 7.30pm

Friday 7.15am to 8.00am

March 22nd 2012.