

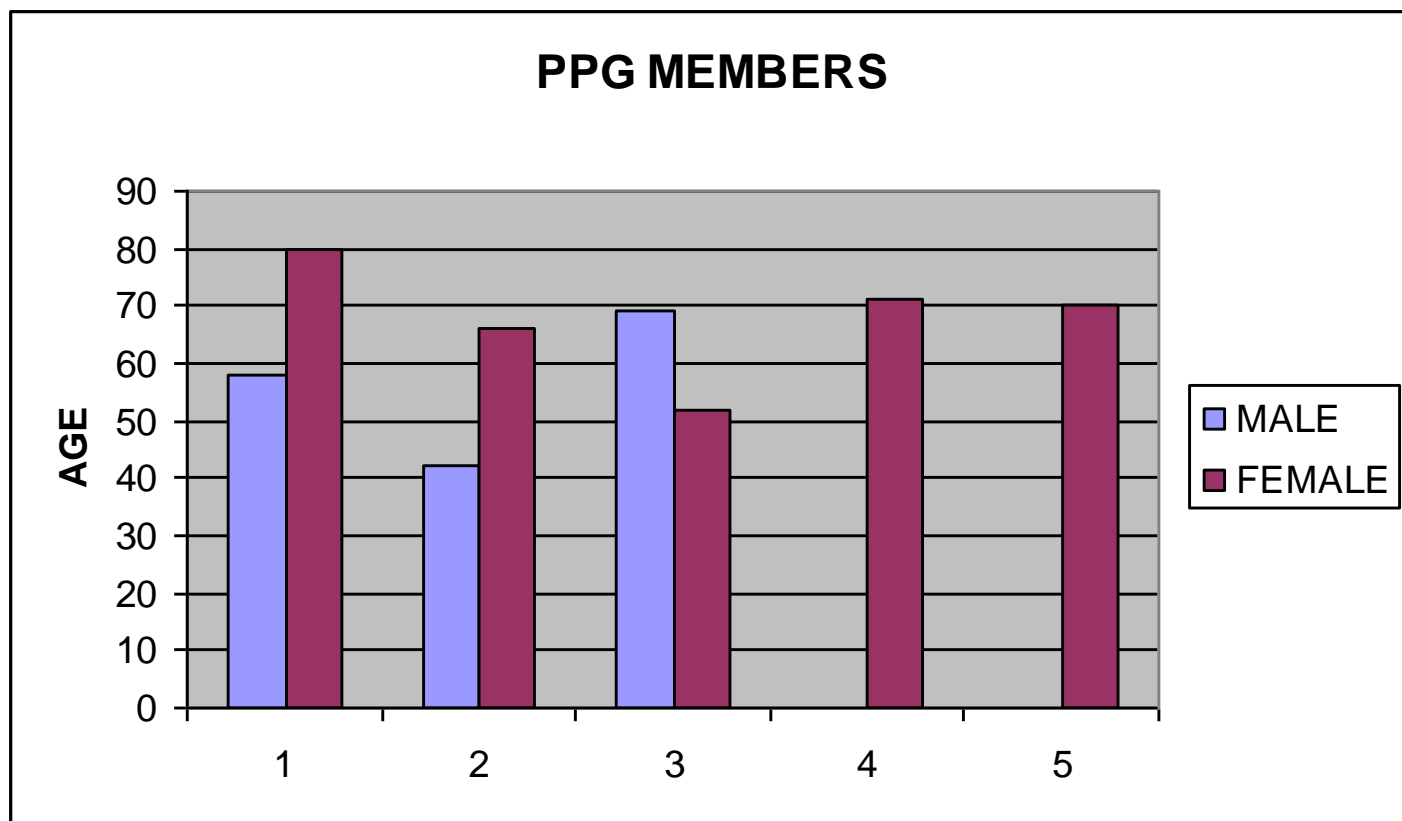
OLD HALL SURGERY: LOCAL PATIENT PARTICIPATION REPORT 2013/14

This report summarises the development and outcomes of Old Hall Surgery Patient Reference Group (PRG) in 2013/14.

It contains:

1. Profile of the PRG.

The Profile of the group remains the same in 2014 as in 2013 See Below



2. Priorities for the 2013/14 patient survey and how they were agreed with the PRG.

A meeting was held with the Patient Participation Group members and Practice staff on 14th January 2013 at Old Hall Surgery.

3. Method and results of patient survey.

The survey was commissioned from Patient Dynamics an independent research company who provided us with the GPAQ Questionnaires for the patients to complete. These were completed by the patients in September/October 2013

Please see the document GPAQ Practice Report **November 2013**. This can be downloaded from the Old Hall Surgery website <http://www.oldhallsurgery.co.uk/ppg.asp>

4. How the survey findings were discussed and changes agreed with the PRG.

The practice sent the survey results to all the PPG members on the 19th November 2013 All group members actual and virtual were asked to review the survey
A meeting was held on Tuesday 14th January 2014 to discuss the results.

The minutes of the meeting reflect the discussions.

Meeting minutes from Tuesday 14th January 2014 – these can be downloaded from the Old Hall surgery website <http://www.oldhallsurgery.co.uk/ppg.asp>

5. Action plan agreed with the PRG.

You said...	We did...	The result is...
PPG noted that the patients said they had difficulty getting through to someone on the phone this was Q2 of the survey, which was 20 below benchmark	The practice discussed phone lines and staffing. It was agreed that a new phone system be installed with an extra line to ease the pressure on incoming calls	The system is being installed on 20 th March 2014 so we expect there after some improvement in this area and will discuss with the PPG there after.
PPG noted that the patients said they had difficulty getting through to someone on the phone this was Q2 of the survey, which was 20 below	The Doctors who are doing telephone assessments to patients are to stagger the calls through the morning to free up lines	This has been implemented but little improvement has been seen as yet. We expect this to improve once the new phone system is in place

benchmark		
-----------	--	--

This has been ratified with the PPG – signed ratification 14th January 2014^[s1]

6. Extended hours

Old Hall surgery extended hour's services information and opening times and venues are on the attached document.

This service is for all registered patients. Below are the details for the extended hours:

OLD HALL SURGERY – EXTENDED HOURS

Old Hall Surgery opening times 8am to 18.30hrs
(8am to 6.30pm) daily Monday to Friday
If you need an appointment when we are closed

Evening and Saturday morning appointments

GP Extended Hours Service - 01244 385422

If you require an appointment early evening or Saturday morning you can book an appointment at one of the other General Practice Extended Hour's bases.

This can be made up to two weeks in advance, in the evenings and on Saturday mornings.

Appointments are available:-

Ellesmere Port Hospital

Monday to Friday Evening 6.30pm to 8pm

Saturday morning 9am to 12noon

Also

Chester - Countess of Chester Health Park

Monday/Tuesday/Wednesday/Thursday/Friday 6.30pm to 8pm

Saturday mornings 9am to 12noon

Helsby - Monday and Tuesday 6.30pm to 8pm

Tattenhall - Wednesday and Friday 6.30 to 8pm

Tarporley – Thursday 6.30pm to 8pm Saturday 9am to 11am

The Extended Hours service number is **01244 38542**

Confirmation of opening times

Old Hall Surgery is open from 08.00am to 18.30pm (8am to 6.30pm)

daily Monday to Friday

Reception is open 8am to 6.30pm daily Monday to Friday