

Oakfield Surgery

Patient Participation Group Annual Report 2014

Oakfield Surgery's PPG has been in existence since 2011, but we have found it difficult to attract new members. We currently have 6 female members with 2 new members about to join one of which is male. Unfortunately we still do not have any members from any ethnic minority.

As our population has a high proportion of patients between the ages of late twenties and early forties we feel this age group difficult to engage in joining such a group.

Patient Survey 2013-14

This year's Patient Survey was done over a two week period and 180 surveys were returned out of 200, 90% compared to last year's 65.5%. Last year we allowed patients to take home the questionnaire whereas this year we asked them to complete it whilst in the surgery hence the higher rate of response.

The PPG met in February to discuss the survey and they felt it had been a better response this year with a further increase in ethnic patients taking part, 17% instead of 8% last year. There was also a wider range of ages completing the survey.

Only 3% of patients surveyed were 'quite dissatisfied' with the opening hours and this question prompted the most comments. We have previously opened on a Saturday but this had not had the desired effect of providing appointment times for patients who were, for example, commuters.

91% of patients surveyed said that they would 'recommend someone who had just moved to the area' and only 3% said they wouldn't.

Last year the group requested that they would like to see the National/CCG level bench marking figures. These were very pleasing; especially as the response from Oakfield patients had been considerably better than the national figures.

Patient Access

In 2012 the Group discussed Patient Access but due to the surgery upgrading the computer system this was put on hold. This has now been activated and patients are now able to book, cancel appointments and request prescriptions on-line.

Action Plan

Our main aim is to attract more members. Letting patients know that their opinion counts and helps us to provide the best care for our patients.