

**The Pines Surgery  
Harborough Road North  
Kingsthorpe  
Northampton  
NN2 8LL**

**[www.thepinessurgery.co.uk](http://www.thepinessurgery.co.uk)**

**@ThePinesSurgery**

**LOCAL PATIENT PARTICIPATION GROUP  
REPORT**

**2013-2014**



## **Introduction**

The Pines Surgery is a semi-rural practice with 8369 patients.

We have 5 General Practitioners.

We also have 2 Practice Sisters, 1 Treatment Room Nurse and 2 HealthCare Assistants.

The Practice also have a Midwife, Health Visitor and District Nurses attached to the Practice. In addition we also have a Wellbeing Team.

### **Our Population of Patients Age Distribution is:**

**0-4 years old: 5.56%**  
**5-14 years old: 9.72%**  
**15-44 years old: 36.11%**  
**45-64 years old: 29.12%**  
**65-74 years old: 10.63%**  
**75-84 years old: 6.27%**  
**85+ years old: 2.59%**

### **Patient Gender Distribution**

**Male patients: 49.26 %**  
**Female patients: 50.74 %**

### **Our Opening hours of the Practice are:**

**8.00am until 6.30pm Monday to Friday**

**(We do close for staff training one Wednesday each month 12.30pm – 6.30pm, details are always published on our website, twitter and in the surgery)**

**8.00am – 12.00pm on Saturday's**

**We offer pre-bookable appointments up to 3 weeks ahead in addition to appointments available on the day.**

## Access

Our Practice list is open to all and patients are able to access the surgery and its services via the following methods:

- Telephone
- Postal
- Face to face with administrative and clinical staff
- Our website [www.thepinessurgery.co.uk](http://www.thepinessurgery.co.uk)
- Ordering prescriptions via our clinical system (full details are on our website and in reception)
- Telephone calls available from GPs and Nurses.
- Continuity of care will be provided by a GP of Choice whenever possible
- Twitter
- Information booklets
- Newsletters

## Extended Hours

We offer extended hours on a Saturday 8.00am until 12.00pm.

This was introduced as we listen to our patients and the majority of our working population felt an appointment on a Saturday would be better for them. Our Saturday morning clinics are completely pre-bookable.

## Developing the Patient Participation Group

To ensure that the Patient Participation Group is represented with a cross section of our patient population we are always advertising for new members through our social media avenues and advertising within the practice. We invite patients to join the group by the following:

- Website [www.thepinessurgery.co.uk](http://www.thepinessurgery.co.uk)
- Posters in the waiting area
- Information on all repeat prescriptions
- Through word of mouth
- Advertising in our Health Visitor and Midwife Area
- Advertising in Local Pharmacies
- Twitter

During the last year, Dr Bowater has been attending our meetings as she has been updating our Patient Participation members of Commissioning issues. This has been very well received by our members who have found it very informative.

One member of our Patient Participation Group volunteered to attend the NHS Northampton West Engagement Group. The group meets quarterly there are 10-12 patients present, 4 -5 local NHS Officers. We were the only Practice who did not have a representative until recently. We wish to take this opportunity to thank our PPG member who volunteered to represent The Pines Surgery.

Subjects covered by Local Engagement Group included:

- Local GP Training in Ear, Nose and Throat to try and reduce referral to Hospitals – Dr Bowater has been on the extended training and is now seeing all possible referrals first to assess if the patient can be treated at the surgery.
- Asthma – annual checks for those affected and the all patients to be given a Asthma pack – our Practice Nurse Sue Morris is running Asthma Clinics and ensuring all patients receive a pack.
- Annual Health Reviews for all patients with Learning Disabilities – The Pines Surgery is top in Northampton achieving **98%!**

#### **Profile of Members of The Pines Surgery Patient Participation Group:**

The current group consists of 3 males and 5 females the current age range is between 60-80, all patients are registered at the practice.

The Practice Manager and Deputy Manager are always present at the PPG meeting. Minutes are distributed to each PPG member and any virtual group members are contacted via e-mail or post. Patient's confidentiality is upheld at all times.

The group originally met monthly, however this has now been change to quarterly and we will endeavour to coincide with the NHS Northampton West Engagement Group so we can have a report following the meetings.

#### **Practice Newsletter:**

Our Newsletter has been in print for the past 12 months, these has been very well received by all patients and find it a great source of information, over the past year we have been telling our patients that we now see all minor injuries, we ensured we listed all the injuries we can see. We have also been promoting where to go when we are closed among other areas of interest to our patients.

Our PPG members have played a great part in giving feedback on the layout and content which has been very helpful. Following our last meeting more members have shown an interest in taking our newsletter forward and we will be discussing this in more detail in our June meeting.

## **Appointments**

Our PPG members have discussed the difficulties in obtaining an appointment which can be difficult during certain periods.

We have discussed the difficulties we face however we informed all we have implemented Minor Illness appointments which are with our Practice Sisters, these are available every day. We also employ a locum during certain times ie holidays etc and also increase minor illness during these periods.

## **Telephone Access**

This is an area of discussion we have had for the past year and as a group we have been trying to find ways to reduce the difficulties our patients face when trying to contact the surgery via the telephone. This is still in progress, The Practice Manager has been in touch with British Telecom to see if we can have a call waiting system but our lines would not allow this. This issue has now been put back to the Practice Meeting for further discussion and what would be the next step.

## **Booking Appointments on Line**

This is in progress, we have discussed this with our PPG members and they feel this would help with the access issues we have at present, The Practice Manager has this on the agenda to discuss with the Partners.

## **Text Messaging**

We are currently have an advertising campaign asking all our patients “do we have your correct contact details” all our receptionist staff are asking our patients at the time of booking appointments or presenting at the front desk as well. We will be introducing a text messaging service which will let all our patients know their appointment time and date. This will hopefully reduce the amount of DNA’s we have. In February we had 183 appointments missed which equates to 2581 minutes. Our PPG member’s feel this would be a great benefit, also we will advertise in the waiting area to inform all patients how many appointments have been missed.

## **Car Park**

Parking has become an issue and we have found an increase in cars since the Pharmacy moved onto our site. Recently double yellow lines have been implemented by the council to stop parking on the road however this in turn has caused problems for local residents. All PPG members understand the difficulties. However as a practice we do not have any solution to the problem this will be discussed again at the next Practice Meeting.

## **Action Points**

- **To continue publishing our Newsletter – In progress**
- **To continue to update our Website and Twitter – In progress**
- **To advertise “Do we have your correct contact details” campaign – In progress**
- **To undertake a Patient Survey – in progress**
- **To contact British Telecom for an update on digital systems – In progress**
- **Try to involve more young and ethnic minorities in our PPG**
- **Car Park – in progress**

**The Pines Surgery would like to Thank the members of the Patient Participation Group for their support and help.**

**3<sup>rd</sup> March 2014**