

COCKFOSTERS MEDICAL CENTRE
PATIENT PARTICIPATION REPORT MARCH 2014

A group of patients plus the practice manager and GPs have continued to meet on a regular basis and has welcomed new members. The group has both male and female members, across most age groups and with different ethnicities represented. We still do not have anyone to represent the under 25 age group and we have tried unsuccessfully to recruit. We would welcome a volunteer.

This year, the group has continued to concentrate on improving patient information. The notice boards in the surgery are now updated on a regular basis with a particular staff member having responsibility in this area. A newsletter is produced by the practice every two months and is available electronically and hard copy.

Members of the PPG were available to talk to the CQC inspector and we were encouraged to have a suggestion box. This has already been implemented, but it is important for patients to realise that this is not the correct pathway for complaints, which are handled by the practice manager according to proper procedures.

The group has discussed the changes within the NHS since the formation of the Clinical Commissioning Groups and we are fortunate that one of our members attends their meetings.

At the November meeting, the group discussed the requirement to run a patient survey again, and it was agreed to focus on the same questions as last year so that comparisons could be made. It was also agreed to include a question about the use of technology, including booking appointments on-line. A survey was subsequently developed and was available via the web site with hard copies given out at reception over a 4 week period.

184 responses were received and the patient group discussed the results at a meeting in February 2014. The results are encouraging, with a positive outcome following our changes in our appointment system and being able to choose which doctor is seen. There is still a need for patients to be better informed about the times each GP is available and 27% of respondents wished for on-line booking. An action plan has been put in place and on-line booking is slowly being implemented.

The surgery opening hours are 8am to 6.30 pm Monday to Friday, with extended hours surgeries offered by a GP on Monday, Tuesday and Thursday mornings 7.30 - 8am; and Tuesday and Thursday evenings 6.30 – 7pm.