



Patient Participation Report 2012/13.

A description of the profile of the members of the Patient Group.

We now have 50 PPG members made up of 30 white British females, 1 Asian female and 2 Eastern European females, all aged 20 to 81 yrs and 12 white British males, 3 Asian males and 2 Eastern European males all aged 38 to 84 yrs.

During this last year, we have had much more success with attracting patients to join the PPG. This has no doubt been helped by our very large waiting room posters and a drive from our staff at Reception who have chatted to patients and encouraged any newly registered patients to join the PPG.

Steps taken by the practice to ensure the PPG is representative of its registered patients.

Along with volunteers that have responded to our literature, we continue to personally invite patients of differing cultural backgrounds as well as non English speaking patients so we can engage with them. This is managed through the Interpreting service.

Priority issues included in the last practice survey.

In the survey carried out in 2012 we identified four areas to work upon and these were grouped together for ease of reference as:-

- Reception Issues,
- Patient Support Groups,
- Physical access to the Surgery
- Clinical Care e.g. Health Promotion.

Together with input from the PPG, we chose areas to focus on around '**Reception Issues**' and '**Healthcare Promotion**' and our aim was to work hard to improve these areas. A summary of each of these areas together with Actions Taken since the survey, appears below.

Please feel free to provide us with your feedback on how we are doing at any time. You can do this by contacting us through our website, our email address wilsonstreetsurgery@nhs.net or by letting Reception have your comments.

Details of the action plan and how proposals have been implemented and reasons for non implementation of any proposals.

For a breakdown of the responses and statistical evidence relating to the survey results, please click on the Patient Survey tab to the right hand side of the practice website.

We have decided to use the same questions on the questionnaire for 2013 as we did in 2012 so we can compare the responses to see if the work the practice has undertaken over the previous 12 months has made an impact on the patients.

Reception Issues

Priority For Action	Actions Taken	Relevant Comments
Waiting Times	The Receptionist informs patients if the GP is running late.	Electronic Communications board is being considered for the future.
Telephone Access	The new telephone system was installed in May 2012 for both Wilson Street & Taddington Road.	Receptionists have been fully trained in the new system. Patients should have seen an improvement in our call handling.
Prescription Queries	As part of the new telephone system, we have been able to ensure that calls to Prescriptions can be answered between 10.30am & 4pm each weekday.	This system appears to be working much better.
Privacy (Wilson Street)	We have replaced our dated and tired looking Reception Desk with a more welcoming Desk more conveniently situated in the waiting room to allow for a queue to form and space to be provided between patients and the Receptionist.	We welcome feedback from patients on the 'new look' waiting room.

Healthcare Promotion

Priority For Action	Actions Taken	Relevant Comments
Notice Boards	Our noticeboards have all been replaced and present our corporate colouring & business logo.	Our noticeboards were removed during the renovation of the waiting room but will re-appear shortly, once the re-decoration is complete.
Healthcare promotion.	There is a Focus topic every month on one of the boards which then rolls onto another board along with 3 other topics. They will all rotate with old ones dropping off & new ones replacing them. We think this displays a more professional corporate approach. All info is laminated and includes the Wilson St logo.	We have already been complimented on the appearance and professionalism of literature displayed on the noticeboards.

Details of opportunities available for the PPG to discuss the action plan.

PPG members have been invited to discuss and comment on the practice action plan and can do this by telephone, face to face or by email. Email is proving the most popular form of communication.

The PPG recently met on 13 March 2013 and a copy of the Minutes has been included in the Patient Participation Group section of the website.

A description of the opening hours of the practice premises and the method of obtaining access to services through the core hours.

WILSON STREET SURGERY

Opening Hours

Monday	07:00	18:30
Tuesday	07:00	18:30
Wednesday	07:00	18:30
Thursday	07:00	18:30
Friday	07:00	18:30
Saturday	Closed	Closed
Sunday	Closed	Closed

Consulting Hours

	Mornings	Afternoons
Monday	07:00 – 10:30	15:00 – 18:00
Tuesday	07:00 – 10:30	15:00 – 18:00
Wednesday	07:00 – 10:30	Emergencies Only
Thursday	07:00 – 10:30	15:00 – 18:00
Friday	07:00 – 10:30	15:00 – 18:00
Saturday	Closed	Closed
Sunday	Closed	Closed

Extended Hours

Monday	07:00 to 08:00
Tuesday	07:00 to 08:00
Wednesday	07:00 to 08:00
Thursday	07:00 to 08:00
Friday	07:00 to 08:00
Saturday	Closed
Sunday	Closed

TADDINGTON ROAD

Opening Hours

Monday	08:30 – 12noon	14:00 – 18:00
Tuesday	08:30 – 12noon	Closed
Wednesday	08:30 – 12noon	Closed
Thursday	08:30 – 12noon	Closed
Friday	08:30 – 12noon	Closed
Saturday	Closed	Closed
Sunday	Closed	Closed

Consulting Hours

	Mornings	Afternoons
Monday	08:30 to 10:30	15:00 to 17:30
Tuesday	08:30 to 10:30	Closed
Wednesday	08:30 to 10:30	Closed
Thursday	08:30 to 10:30	Closed
Friday	08:30 to 10:30	Closed
Saturday	Closed	Closed
Sunday	Closed	Closed

BOOTS, WESTFIELD CENTRE

Consulting Hours

	Mornings	Afternoons
Monday	11:00 to 13:00	Closed
Tuesday	11:00 to 13:00	Closed
Wednesday	11:00 to 13:00	Closed
Thursday	11:00 to 13:00	Closed
Friday	11:00 to 13:00	Closed
Saturday	Closed	Closed
Sunday	Closed	Closed

There will be a Receptionist available to assist patients with any queries, booking appointments, prescription requests and registrations for new patients - Monday to Friday 10.45am until 1.15pm.

Doctors Rotas

Please note that Doctor's availability may vary from time to time.

		MON	TUES	WED	THURS	FRI
DR LITTLE	AM PM	T/RD W/ST	W/ST W/ST	W/ST	W/ST	W/ST W/ST
DR FYALL	AM PM	W/ST W/ST	W/ST	W/ST		T/RD W/ST
DR DANIELLS	AM PM	W/ST W/ST		W/ST	W/ST W/ST	T/RD W/ST
DR FLETCHER	AM PM	T/RD W/ST	W/ST		W/ST W/ST	
DR NUTTALL	AM PM	W/ST W/ST	W/ST W/ST	W/ST	T/RD	W/ST W/ST

DR MUNIR	AM PM	W/ST W/ST	W/ST W/ST	W/ST	T/RD	W/ST W/ST
DR BURTON	AM PM	W/ST	T/RD W/ST	W/ST	W/ST W/ST	
DR RAJ	AM PM	W/ST W/ST		T/RD	W/ST W/ST	W/ST W/ST
DR BAYLEY	AM PM		W/ST W/ST	T/RD	W/ST W/ST	
DR KIRKCALDY	AM PM	W/ST W/ST	T/RD W/ST	W/ST		W/ST W/ST

During our core hours (07:30am until 18:30 each weekday) patients can telephone the surgery or call in at Reception. Appointments can be made by either pre-booking up to 8 days in advance or telephoning on the day. For patients wishing to pre-book an appointment, this can be done through our SystemOnline electronic service, by telephone or by calling in at Reception.

This information is freely available in our practice brochure and on our website www.wilsonstreetsurgery.co.uk