

# SANDY LANE SURGERY PATIENT PARTICIPATION GROUP

		Practice Population profile	PRG profile	Differences between practice and PRG profiles
<b>Age</b> <i>List preferred age ranges and enter practice and PRG details</i>	<b>Under 25</b>	2067		
	<b>26 - 35</b>	847		
	<b>36 - 45</b>	828	<b>one</b>	
	<b>46 - 55</b>	932	<b>two</b>	
	<b>56 - 65</b>	644	<b>three</b>	
	<b>66 +</b>	860	<b>four</b>	
<b>Sex</b>	<b>Male</b>	3107	<b>three</b>	
	<b>Female</b>	3071	<b>seven</b>	
<b>Ethnicity</b> <i>List relevant ethnic groups and enter practice and PRG details</i>	<b>British</b>	5937	<b>ten</b>	
	<b>Other</b>	241		

# PATIENT PARTICIPATION REPORT 2012/13

## SANDY LANE SURGERY

### Establishment of Patient Representative Group

A PPG group has been established at Sandy Lane since March 2006. This year we have had some success in recruiting more members and several being a younger age group. We regularly advertise in surgery and on the website for more people, we also intend to run a campaign in our newsletter to try and encourage people from different ethnic group to join in.

### Agreeing areas of priority with PRG

Meetings were held to obtain the views of the PPG with regard to the survey and what questions they thought were necessary and a priority. The group decided to use a same format used in the 2011/2012 survey, although some of the questions were omitted, so that a direct comparison of the result could be made.

The PPG thought the priorities should be what patients thought about the Surgery telephone response and delays in appointment times.

### Conducting the Patient Survey



Sandy Lane Surgery  
PPG Survey 2012.pdf

The survey was carried out by members of the PPG over a three week period between 12th and the 31st October 2012. Patients were given the choice of filling out a paper copy of the questions themselves or answering the questions whilst the PPG member inputted their responses into a hand held device.

The results were collated by Julia Andrews, Practice Liaison Officer at Mansfield and Ashfield CCG  
A copy of the full results of the survey are attached to this report but in the two main areas the results are as follows:

In response to the question 'how easy is it to get through to the surgery on the phone' - **37.1% said easy or very easy whilst 62.8% said difficult or very difficult**

In response to the question 'how near to your allocated time for your appointment are you usually seen' - **36.07% said within 10 minutes whilst 63.94% said within 30 minutes or longer**

## Survey results and agreement on key findings



Copy of Survey report 2012.pdf

The survey findings were fed back to the PPG at a meeting held on the 12th November 2012, generally the PPG were pleased with the results as these showed improvement on previous years

Recent changes to the Receptionist working times were discussed and it was felt that hopefully this would improve the telephone response time especially during the early morning rush for appointments.

**Dr Qureshi surgery now starting later at 9.50am from 9.30am.**

## Action plan



ppg action plan 2012-2013.pdf



ppg action plan 2011-2012.pdf

## Publicising actions taken and achievements

Report published on website March 2013.

Quarterly Newsletter established published on website February 2013.

Quarterly meetings agenda and meetings published on website regularly.

[www.sandylane-surgery.co.uk](http://www.sandylane-surgery.co.uk)



Winter Spring  
Newsletter V3 2013 p

Achievements from Action plan from 2011-2012 are ongoing and extended hours that were approved by the PCT are still ongoing with opening hours as follows:

Monday – 8.00am till 7.30pm

Tuesday – Friday – 8.00am till 6.30pm

We hold quarterly meetings with the PPG which are now held on a Monday evening 6.00pm till 7.00pm to suit working people who wished to join.



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