

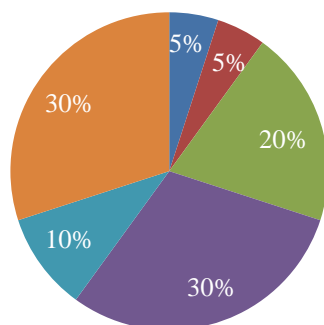
Bellingham Green Surgery

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Patient Participation Report 2013-14

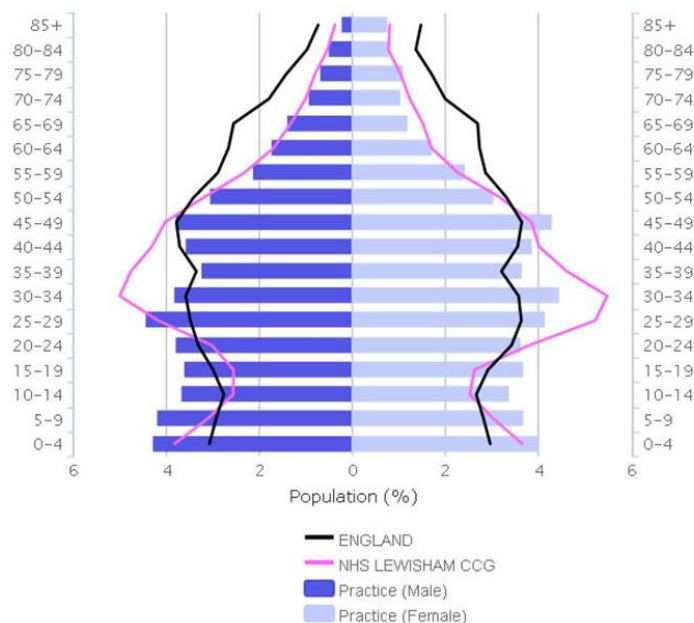
- There are 20 members in the group. This number has grown during the last financial year
- The age range is predominately middle age to retirement, the specific breakdown is as follows:

■ 20-29 ■ 30-39 ■ 40-49 ■ 50-59 ■ 60-69 ■ 70+



- To try and increase the representation and numbers of the group, we have widely advertised the existence of the group, within various practice newsletters and also on the waiting room notice boards, and by word of mouth at reception and in consultations
- We have varied our meeting times in 2013-14 to include both evenings and lunch times, in an effort to make attendance easier for parents of school age children who often find evenings difficult.
- In the most recent Public Health England profile, when patient were asked if they would be happy to recommend their practice, Bellingham Green was the third highest out of the 40 Lewisham practices with a score of 90.3%

The age profile of our practice is as follows:



Registered Persons i	
BELLINGHAM GREEN SURGERY	7,254
NHS LEWISHAM CCG	7,463 (average)
ENGLAND	7,041 (average)

G85124 - BELLINGHAM GREEN SURGERY

i QOF achievement	978.7 (out of 1000)
i Male life expectancy	75.3 years
i Female life expectancy	80.5 years
i % of patients that would recommend their practice	90.3%

- The group met 4 times in the last 12 months, and minutes of meetings were circulated to all members – not just the attendees
- A wide range of issues relevant to the membership were discussed at these meetings
- The PPG members were involved in the design of the recent patient survey. This was carried out over a week at the surgery, 100 surveys were produced and nearly 70 were successfully completed
- The surveys statistics were collated by an independent person and are available for verification
- Once the survey had been completed, the summary was sent to all PPG members, and also a hand-out was prepared for any patients to collect at the practice, and was also placed on our website
- The survey will be discussed in detail at the next PPG meeting in April 2014
- After consultation an action plan will be created

As a result of last year's survey, we have taken the following actions to improve our service to patients.

- First thing in the morning – at peak patient times, we have increased by 50% the number of staff able to patients who want to book appointments by phone, thereby reducing the time patients wait to have their calls answered
- We have implemented Emis Access which allows patients to book appointments on line, order repeat prescriptions and update their personal details
- We are making more appointments available to be booked in advance
- We have used texting widely to notify patients of key issues relating to the practice
- We have completed the practice refurbishment which has vastly improved the waiting area for patients and made discussing confidential matters easier
- The vacation of rooms used by the dental team has increased capacity and options for the practice