



Local Patient Participation Report

a) Profile of the group

This years participation group was made up from the Virtual Forum first formulated in 2011/12 plus additional patients who expressed interest via email to participate in this years group. The practice felt that they had a good representation of patients in last years' forum but were aware that new patients joining the practice over the year may well be interested in participating. We therefore sent a text message to all patients inviting them into this years' group. This group is now made up of 86 patients who participated via email. The group is made up of a range of patients from a range of different ages, genders, nationalities and clinical need. More detailed profile information are available on request if required.

b) Selecting priorities

Our main priority this year has been access and appointment booking. Because of contract and budget changes this has been the main challenge and the comments and complaints from patients have shown that we haven't quite got this right yet. Therefore it was proposed to the forum that the best area to focus the survey on was appointments. Sample questions were circulated for feedback and changes made to the survey in response to this.

c) Obtaining views of patient group

Once the survey was compiled the group were invited to look at the survey giving any positive or negative feedback as to its format and content.

d) Obtaining the views of the patients

Once a final agreement had been reached the survey was sent to all patients via text message giving them the URL No: <https://www.surveymonkey.com/s/CV65LQF>
Flyers were also produced for the reception area and for clinician to give out encouraging patients to participate in the survey. Flyers were also produced in Spanish offering assistance for those unable to complete the survey in English.

e) Results of the survey

We received 235 responses to the survey.
The results of the survey were analysed and an action plan formulated.

This action plan and analysis of the survey was emailed to patients who were part of the virtual forum to comment on and add any further actions they thought might be appropriate from the results.

f) Action Plan

Results of the survey and action plan attached separately.



The Exchange Surgery
Gracefield Gardens Health and Social Care Centre
2-8 Gracefield Gardens Streatham, London, SW16 2ST
Tel: 020 3049 4888 Fax: 020 3049 4889
www.theexchangesurgery.com

g) Summary of Evidence compiled.

As well as the patient survey a demand survey was also carried out on demand for appointments and this was used in conjunction with the survey results to formulate the action plan.

h) Actions the contractor will take

The main changes that will take place are due to be implemented on 31st March 2013. At this point there will be a restructuring of the appointment system and a change in the times that appointments are released to try to ensure it is easier to book an appointment.

i) Opening times of practice

The practice is currently open
8am-8pm Monday to Wednesday
8am-18:30pm Thursday and Friday

j) Accessibility of practitioners.

The doctors work on a rota basis and are available at different times on different days. Please refer to the surgery times page on the website for further information on when each doctor is available, or phone reception.