

**HORSEFAIR SURGERY  
PATIENT PARTICIPATION GROUP - FAQs**

**A DESCRIPTION OF THE PRACTICE PROFILE, OPENING HOURS AND HOW PATIENTS ACCESS SERVICES DURING CORE HOURS.**

Horsefair Surgery operates from two sites:

Horsefair Surgery – South Bar House      Tel: 01295 259484, 01295 259661

Opening Times:

Normal:	08:00 – 18:30 Mon – Fri	
Extended	Monday	18:30 – 20:00
	Tuesday	18:30 – 19:30
	Wednesday	18:30 – 19:30 (including nurse)

Middleton Cheney Surgery – 4 Horton Rd, Middleton Cheney - Tel: 01295 710351

Opening Times:

Normal:	Monday	08:30 – 12:00, 15:00 – 18:00
	Tuesday	08:30 – 12:00
	Wednesday	08:30 – 12:00
	Thursday	09:00 – 12:00
	Friday	08:30 – 12:00

Availability of doctors for both sites is shown at:

<http://www.horsefairsurgery.co.uk/sessions.htm>

**A DESCRIPTION OF THE PROFILE OF THE MEMBERS OF THE PPG**

PPG Demographic Profile		
Age	Sex	Nationality
85	M	Brit/White
83	M	Brit/White
82	M	Brit/White
66	F	South Asian
66	M	Brit/White
57	F	Brit/White
55	F	Brit/White
50	F	Brit/White
48	F	Brit/White

Male	44.44%
Female	55.56%
Brit/White	88.89%
South Asian	11.11%

Age Band	Male	Female
0-64		44.44%
65+	55.56%	

## **HORSEFAIR SURGERY PATIENT PARTICIPATION GROUP - FAQs**

### **HOW DID HORSEFAIR SURGERY FORM ITS PATIENT PARTICIPATION GROUP?**

Horsefair Surgery formed its Patient Participation Group in 2005. People with particular interests were invited to form the group. The group was initially chaired by a Horsefair Surgery GP but over two years ago the group, themselves, took on the chairing of the meetings and the setting of agendas.

### **WHAT EFFORTS WERE MADE TO ENSURE REPRESENTATION FROM ALL GROUPS OF THEIR POPULATION, I.E. AGE/SEX, ETHNICITY, SPECIFIC CARE GROUPS LIKE NURSING HOMES OR A LEARNING DISABILITY COMMUNITY, DRUG USERS ETC.**

Representatives were drawn fairly equally from both men and women. A prominent member of the Banbury South Asian community was also invited to attend. The representatives are, mostly, regular users of the Horsefair Service. More recently a non-patient representative of The Stroke Association has been invited to attend meetings to represent the views of stroke patients.

### **HOW DID THE PRACTICE AGREE WITH THE PPG WHICH ISSUES ARE A PRIORITY TO BE INCLUDED IN THE LOCAL PRACTICE SURVEY QUESTIONNAIRE?**

The practice manager regularly fed back the results of the GPAQ patient satisfaction survey to the PPG. He also provided year on year comparisons of the results of the GPAQ survey and provided regular updates on how Horsefair Surgery was performing when compared with other North Oxfordshire Practices using the DoH Patient Satisfaction survey results.

The PPG indicated that it wished to continue using the GPAQ survey but would like additional questions to be added:

1. Do you know that Horsefair Surgery has a PPG?
2. Would you like to be involved in the PPG.
3. What would you like the PPG to do for Horsefair Surgery patients?

The analysis of these questions shows that:

1. Less than 20% of respondents knew that Horsefair Surgery had a PPG.
2. Five additional patients wanted to serve on the PPG.
3. The vast majority thought patients should be involved in the planning of healthcare
4. The vast majority didn't want, personally, to be involved.

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### **DESCRIBE HOW THE PATIENT VIEWS WERE COLLECTED THROUGH A LOCAL PRACTICE SURVEY AND HOW THE PRG WERE INFORMED OF THE RESULTS. INCLUDE A DESCRIPTION OF THE PATIENT SURVEY.**

The practice used the GPAQ survey V2. The results of these surveys were collated in house using GPAQ survey analysis software. The results of the surveys were posted onto the practice website.

The latest results are shown on our website at

<http://www.horsefairsurgery.co.uk/Documents/ppg/REPORT%20AND%20ANALYSIS%20OF%20HORSEFAIR%20SURGERY%20PATIENT%20SATISFACTION%20SURVEY%202012.pdf>

and

<http://www.horsefairsurgery.co.uk/Documents/ppg/Horsefair%20Surgery%20Survey%20March%202012%20v1.pdf>

The results and subsequent action plan have been discussed with individual members of the PPG and will be ratified, collectively, at the next full meeting of the PPG on 16<sup>th</sup> April 2012.

### **HOW WAS THE PPG ABLE TO COMMENT AND DISCUSS THE FINDINGS OF THE LOCAL PRACTICE SURVEY?**

Individual members of the PPG have declared themselves to be, by and large, satisfied with the results of the patient satisfaction surveys. The PPG acknowledges that Horsefair Surgery multidisciplinary team is very patient centred in its delivery of primary care.

### **HOW AGREEMENT WAS REACHED OVER ANY CHANGES IN PROVISION OR DELIVERY OF SERVICES INCLUDING ANY STATISTICAL EVIDENCE RELATING TO THE FINDINGS. DESCRIBE ANY PROPOSED CHANGES.**

Practice Based Commissioning has been a recurrent theme for PPG meetings. Horsefair Surgery has discussed the PPG's strategic priority to bring services closer to Banbury. Horsefair Surgery has acted on this – operationally – by developing and housing the MSK triage hub for the north of the county. We are currently also hosting Horton General Hospital Paediatric Out Patient Clinics for North Oxfordshire at South Bar House.

### **HOW THE PRG AND PRACTICE PRODUCED AN ACTION PLAN SETTING OUT THE PRIORITIES AND PROPOSALS ARISING OUT OF THE LOCAL PRACTICE SURVEY.**

The main concerns raised by the Patient Satisfaction Survey are:

- a. How quickly patient was able to see a particular doctor
- b. Satisfaction with waiting times at practice
- c. Satisfaction with continuity of care
- d. Stuffiness of waiting room.

The action plan to address these concerns is as follows:

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- a. Recruit additional GP sessions
- b. Ask GP Z to reflect on behaviour leading to running late
- c. Devise system of ensuring that windows are opened in response to warm weather.
- d. Promulgate evening opening hours