



Morland House Surgery

Patient Participation Group Report 2014/15

Practice Profile:

Morland House Surgery is a semi-rural dispensing practice and covers an area of some 70 Square miles extending from Stanton St John in the North, Tiddington to the East and to the South including the villages of Garsington, Stadhampton, the Miltons, and the Haseleys.

Our patient list size has increased in recent years and is now 10,508 patients. The number of patients aged 65 and over is above the county average. Population statistics indicate that the population in Wheatley under the age of 50 is shrinking whilst the older population continues to grow, especially those aged 70-79 years. The majority of patients are from white British backgrounds with approximately 10% of the practice population from ethnic minority groups. For the past ten years the practice has also cared for the 70 patients who live on the permanent traveller's site in the village, a population with complex medical and social needs.

The surgery hours are 8.00am – 6.30pm Monday to Friday with additional appointments offered on Thursday mornings for those who find it difficult to attend during normal hours. We also offer a 'drop in' service on Saturday mornings for urgent (must be seen on the day) medical issues. Appointments can be made by telephone or via our on-line booking service which is accessed via the surgery website www.morland-house.co.uk

Profile of the Members of the Patient Participation Group:

The Patient Participation Group works on a virtual basis making the most of modern technology with 'virtual meetings' inviting views, suggestions and comments via email. There are currently 23 members of the group, 8 male and 15 female. 17% of the group is aged 50 years or under, and 56% are aged 65+.

All members have been invited to participate in the SE Oxfordshire Locality Patient Participation group.

How the PPG was formed:

The Patient Participation Group was formed in 2011 following a poster publicity campaign within the practice and discussion between doctors and interested patients and members/representatives of our most vulnerable patients. We continue to advertise the PPG on the surgery notice boards and welcome new members of all ages. If any one is interested in joining the group they should contact the Practice Manager for further information. Whilst our membership is broadly representative of our patient population of 10,500 people, despite ongoing publicity, we have had no expressions of

interest from the under 25 age group and from the traveller's community. We would welcome the opportunity to expand our membership to include representatives from these areas. If anyone is interested in joining the group they should contact the Practice Manager for further information.

Patient Survey content:

Morland House Surgery uses patient surveys in order to gauge patient satisfaction levels and to enable the information gained to be used in planning future service provision. Since January 2015 we have been using the 'Friends and Family test' which allows patients to give feedback each time they visit the surgery or via the surgery website.

In the national GP survey carried out by IPSOS MORI in 2014 Morland House Surgery was ranked in the top 2% of surgeries in the country for patient satisfaction (158th out of the 7929 surgeries in England). The ranking was based on data gathered in two waves – between January and March 2014 and between July and September 2014. The focus for the ranking was based on the responses to six key issues:

- Experience of making an appointment
- Waiting time at the surgery
- Confidence and trust in the GP
- Satisfaction with opening hours
- The amount of time the patient gets with a doctor
- Whether the patient would recommend the surgery to others

Action Plan

Following feedback from the PPG an action plan was drawn up suggesting that the following issues should be addressed during the next 12 months:

- ❖ Continued upgrading and improvement of waiting room furniture and facilities
- ❖ Refurbishment and increased usage of clinical rooms
- ❖ Promoting our website and on-line booking, repeat prescription and other online services

Progress with the action plan will be reported to our PPG and to all our patients via our website, newsletters and surgery noticeboards.

March 2015