



**CENTRAL SURGERY**  
**PATIENT PARTICIPATION GROUP**  
**ENHANCED SERVICE REPORT 2013-14**

**Practice Profile**

Central Surgery has been established in St Helens for over 50 years. We have occupied the present purpose built building since February 2009 and we share it with Ormskirk House Surgery, Newholme Surgery and Parkfield Surgery in addition to Community Services

The patient list size at present is 5933 registered patients. The Practice lies to obtain as much information as possible from patients when first registering in order to keep our profile consistent and to enable the Practice to provide services to suit our patient's health needs and requirements.

**Patient Participation Group (PPG)**

The Practice PPG was first set up in 2011 and meetings were initially held every four weeks in the first instance in order to establish rules and protocols. At the time the group only consisted of six members and since then it has varied going from eight members and back to five members. We are present have six members. Of these six members we have three male members and three female members. Despite various methods to encourage younger people to join the group we have no one who has shown any interest. The patient group consists of the following people:

Mike Critchley – Chairman  
Margaret Bellis  
Winifred Coughlin  
Harold Taylor  
Russell Hazlehurst  
Brian Bawden

**Methods used to invite members to join our PPG**

We have tried various means of attracting patients to join our PPG such as:

- Practice Website
- Practice Leaflet
- Noticeboards
- Word of mouth
- New patient registration forms

We continue to use these methods and we continue to investigation other methods of encourage patient participation.

### Patient Survey

Our last Patient survey was carried out by CEFP UK Surveys using their Improving General Practice questionnaire. This was last done in February 2013 and the next one will be conducted at the end of March 2014. We consulted with our patient via a paper copy of the Improving General Practice Questionnaire.

The group met on Thursday 4 April 2013 in order to discuss the results of the practice survey and it was proposed that the group would an in house survey in November to assess services and patient opinion in light of recent changes within the NHS. Due to member's ill health and lack of other members support this was postponed and another survey will be conducted at the end of March by CEFP UK. The people present consisted of three male members, three female members and the practice manager.



Practice Survey  
results IPQ 2012-13.1

Please use this link to our current patient survey

Or you can access it on our website [www.centuralsurgerysthlenes.nhs.uk](http://www.centuralsurgerysthlenes.nhs.uk)

### Action plan – Patient Participation Group Survey 2013/14

What	How	Who	Completed by	Comments
To look into how the CCG work and its current role	Invite someone from CCG to come and address a meeting	Sue Burrows	25.7.2013	Was extremely interesting and members found extremely useful
Restructure of PP group to show purpose and change frequency of meetings	Discussion between members	Mike Critchley Chairman	30.1.2014	Mike Critchley was hoping to have this completed but unfortunately due home responsibilities it has not be concluded
Encourage more members to join	Discuss with patients on an ad hoc basis and improve messages on website and on notice boards	All members	No date applied – continuous	
To be in line with CCG requirements	Members to attend CCG Patient participation group on rota basis	All members	Report back by April 2014	No feedback received as yet

Our last scheduled meeting in February had to be cancelled due to personal problems that the Chairman was experiencing due to his mother's ill health. He is hoping to contact all the members again in the near future with a new date probably April 2014 and the action plan will be discussed further and amended as necessary.

### **Access**

Access to the practice has improved and we have had feedback from patients that they appreciate the fact that the surgery is now open during lunchtimes. An item that is to be included on the next PPG is the possibility of surgery times being more flexible and having surgeries during the lunch time hours. As it is we have extended hours on several nights and these surgeries tend to be up until 6.30pm.

Our core opening hours are:

Day	Surgery opens	Surgery closes
Monday	8.00	18:30
Tuesday	8:00	18:30
Wednesday	8:00	18:30
Thursday	8:00	18:30
Friday	8:00	18:30
Saturday	Closed	
Sunday	Closed	