A description of the profile of the members of the PPG:

Sonning Common Health Centre is located in South Oxfordshire. It is a practice with 4 GP partners and 3 salaried GPs and is also a training practice. The health centre is located in a semi-rural practice with a total of thirty one directly employed staff.

The practice has found that the current PPG membership reflects the types of patients who have a certain level of confidence and free time and have the flexibility about working and earning money.

In the last 6 months we have seen a dramatic increase in PPG membership which is very positive.

There are 25 PRG members within the group. There are 4 male and 21 female representatives. Age profile:38-79

The practice has tried alternating times for meetings to attract patients who are either in education, have children of school age or are working. We have advertised through local agencies in a hope of attracting patients to join the PPG. Unfortunately, at this stage we have had minimal response but we continue to look at new ways to encourage patients that fall into a variety of groups such as young parents with small children, carers etc. We have continued with our campaign of encouraging patients to join our virtual group and this has been met with some interest. We will continue to look at new ways of promoting the PPG throughout 2014/15.

A description of what steps the Practice has taken to ensure that the PPG is representative of its registered patients and where a category of patients is not represented then what steps have been taken by the Practice in an attempt to engage with those patients:

Sonning Common Health Centre started a fresh campaign during 13/14 to encourage new members to its PPG and is pleased to have attracted many new members to the group.

We have concentrated on publicising the group throughout the health centre via posters and newsletters and on our website. Members of the PPG have also actively distributed the survey throughout the local community. We again used the flu clinics this year to promote the PPG targeting over 2000+ patients as we have found this to be very positive in past years. Our newsletter has been used to promote the PPG which is available to patients when they visit the practice and on our website. We have also continued to have the newsletter distributed as part of another local publication to reach patients who don’t often visit the practice.

We have continued to find targeting patients who are either in education or in employment a challenge as these individuals are not able to commit their time to attend meetings. We have therefore put more emphasis on our virtual PPG group that enables such groups of patients to actively participate via e-mail communication. As such we have had more interest this year. We will continue to promote the virtual group throughout 2014/15.
A description to be entered in around how the Practice and the PPG determined and reached an agreement on the issues which had propriety within the Local Practice survey:

| The practice is very keen in engaging patients to help deliver and design services around the needs of its patients. |
| We had found from group meetings the issue of how to affectively provide information to patients and access for patients were prime topics. The survey this year was based around patients’ general opinion of the health centre and affectively communicating information. |

A description of how the Practice sought to obtain the views of its registered patients

| The practice designed a questionnaire focused on how to affectively provide information to patients and access for patients. The draft survey was then presented to the PPG for comment as to whether the questionnaire was suitable and met the areas/priorities to be included within the survey. |
| The PPG supported the use of the survey. It was felt that this year's questions needed to be aimed at these areas and would provide a lot of detail to the health centre regarding patients general opinion of the service and environment provided at the practice. |
| Prior to the survey the practice displayed posters in and around the surgery and within the newsletter informing patients that a survey would be undertaken. PPG members actively distributed surveys in and around the local community and encouraged patients to complete the survey. We also made the survey available on-line via our practice website. We hoped that in widening the distribution we were targeting a variety of groups of patients. |
| The survey was conducted during February 2014. Questionnaires were completed by patients by hand or online and returned to the practice. A total of 416 questionnaires were completed and a report of the findings was compiled. |

How the Practice sought to discuss the outcomes of the local survey and the Practice’s action plan together

| The practice produced a report of the results pinpointing areas where the practice had achieved a positive response and also those areas where improvements might be required. In general the results were very pleasing and comments received were constructive. |
| The results enabled an action plan to be complied based on the findings and results. |
A description of the findings or proposals that arose from the local Practice survey

Patients were asked a total of 20 questions (a copy of the questionnaire is attached for reference) with regards to the practice; the practitioner; the staff and areas of feedback.

Attached separately as Appendix 1.

The practice received many positive comments in regards to the high standard of service the practice provides to their patients. There were also comments/ suggestions as to improvements that patients felt could be made to enhance their experience.

Responses found to be positive

- I think the support you give is exceptional
- I had excellent help when caring for my sick & dying husband
- It is an excellent surgery in all areas
- I would just like to say I always feel lucky to live in a village where I have 100% confidence in the service/advice/ provided by the Doctors surgery
- Having moved around a bit I have been registered with a number of different surgeries over the years. Sonning Common is by far the most pleasant. All staff are polite and helpful at all times Thank You!
- Everybody welcoming and friendly always. Thanks
- I have always had good support and service from everyone at the health centre and thank you for a great job
- An Excellent practice
- Dr Ronay and Jane Proctor are fantastic! True Profs with an outstanding level of patient care and great flexibility when needed. Can't praise them enough! Really go the extra mile.
- I believe we are very fortunate to have a great practice in our village. Your 'systems' seem to work very well, please do not change... Keep up the good work.
- Very efficient flu vaccination programme well organised

Responses found to be least positive

- Waiting room looking a bit tired
- I think that although we always understand when emergencies hold up the doctor, I would really appreciate it if a receptionist came into the waiting room and just told us, especially if the waiting is over half an hour and you have small children with you
- Could have more notice boards - eating, healthy, exercise classes in area etc.
- Parking can be difficult at certain times
- Better lights at night in winter
A summary of any evidence including statistical evidence relating to the findings or basis of proposals arising out to the local Practice survey:

Please find attached a copy of the results from the survey conducted February 2014:

Attached separately as Appendix 2.

A Description of the action which the Practice intend to take as a consequence of discussions with the PPG in respect of the results, findings and proposals arising out of the local Practice survey.

The following priorities have been identified:

- Text messaging reminder service to be introduced
- Better display of information in waiting room i.e. display boards
- A ‘carers’ board with up-to-date and specific information
- Review parking issue/ clear signage/ newsletter article.
- Outside lighting to be reviewed
- Arrangements to be made for wheelchair space in waiting room
- Health centre to look into improving access in all areas inc. phone lines, door opening etc.

A description of the opening hours of the Practice premises and the method of obtaining access to services through the core hours:

SCHC is open Monday to Friday 08.30 – 18.30.

The practice provides extended hours on Wednesday evening 18.30 – 20.30 and every other Saturday mornings (8.10 – 10.10) which enables patients (particularly those in education/working) to access appointments at a later time/weekends.

Patients can make appointments by telephone, online or calling in to the practice to make an appointment.

The practice also offers online facilities to enable patients to request repeat prescription requests via EMIS access.

Test results can be obtained by telephoning 0118 972 2188 between 10.30-13:00 and 14:00-17:30

A description of any extended opening hours that the Practice has entered into and which health care professional are accessible to registered patients.

The practice provides extended opening hours on Wednesday evenings with a GP and Practice Nurse (18.30 – 20.30) and Saturday mornings with a GP (8.10 – 10.10). These are pre-bookable appointments.
## Improving Patient Satisfaction
### Practice Action Plan

<table>
<thead>
<tr>
<th>Area for Improvement</th>
<th>Recommendation</th>
<th>Action required</th>
<th>Practice Lead</th>
<th>Timeframe for changes</th>
<th>Comments /Achievements</th>
</tr>
</thead>
</table>
| 1 Ability to get through to the Practice by Telephone | • Text messaging appointment reminder service. | • Pilot to be offered at health centre  
• Publication of non attendance numbers | H. Freeman | Ongoing | |
| 2 Review car parking facilities | • Review car park signage  
• Review car park lighting | • Clear signage for car park use  
• Information in newsletter/parish council that car park is for patient use only.  
• Review to be undertaken of car park lighting | H. Freeman | Ongoing | |
| 3 Display of patient information | • Better display of information in waiting room i.e. display boards  
• Specific information boards e.g. Carers | • Review of display of information.  
• Display boards kept up-to-date  
• Specific information boards e.g. Carers information | H. Freeman | Ongoing | |
| 4 Improving access in all areas (This is continually reviewed) | • Health centre to look into improving access in all areas inc. phone lines, door opening etc | • Review phone line times  
• Review opening of doors at 8am | H. Freeman | Ongoing | |