



**Dowham Family Medical Practice
Downham Health & Leisure Centre
7 – 9 Moorside Road, Bromley BR1 5EP
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The Downham Family Medical Practice Patient Participation Group Annual Report

Introduction

The Downham Family Medical Practice has been in existence on the Downham Estate since 1954. The practice is currently made up of two male doctors and two female doctors and 1 WTE Practice nurse, 0.5 WTE Cervical Smear Nurse and 0.5 WTE Healthcare Assistant

The practice has been situated within the Downham Health and Leisure Centre for 5 years and the practice now has a population of 7,000 patients.

The practice is committed to patient input, and created a Patient Participation Group.

The staff and doctors at the practice work very hard to provide the best service that we can to our patients with increasingly finite NHS resources.

1. Representation of Patients

Our Patient Participation Group currently consists of 8 registered patients. We advertised the Patient Group Meeting on our practice website, patient leaflet and within the practice. All the practice staff have spoken to patients to encourage them to join the group, also letters of invite were sent. We are committed to involving more patients that reflect our practice profile.

(See appendix 1 for patient profiles)

2. Agreeing Areas of Priority with PPG

We decided to use a patient survey to gain the views of our patients, and this was discussed at a PPG meeting on 6th October 2013. They made suggestions about the questions to be asked and reworded some of the questions. The questions discussed were about the appointment system, the waiting times, practice opening times, data protection and gaining patients' views on services with in the practice.

3. Survey Results

The practice Receptionists handed out questionnaires at random to patients visiting the surgery during February 2013.

Over 300 surveys were given out and 275 were completed fully by patients who attended the practice.

A summary of the results is downloadable on the practice website Also can be requested at the practice reception desk.

4. Discussion of Practice Survey

The results of the survey were discussed at the PPG meeting on Saturday 27th February 2013 and the all areas were discussed. The areas taken to take forward produce an action plan, the areas that was decided to work on this year are:

- 1) Appointment - Access
- 2) Publishing updates of new services and staff changes in the practice
- 3) More Robust communication on Data Protection

The survey results were also discussed at our Practice Meeting held on Saturday 23rd March 2014

It was agreed that the report will be posted to the practice website no later than 31st March 2014.

It will be sent to all the Patient Participation Group, and hard copies will be available at the reception desk.

5. Action Plan

Our Action Plan agreed is as follows:

	Action to be taken	Achieve by Date
Appointments	To start booking appointments 2 weeks in advance	April 2014
Communication to patients of services with in the practice	Update the practice website and Leaflet to ensure all services are published	April 2014
Communication of Data Protection	Ensure patients are of the Summary of care Information and Care Data and how they can access further information – Ensure frontline staff are informed also	April 2014

6. Opening Hours

The practice reception is open and available for 52 hours a week Monday – Friday.

The practice opening hours are as follows:

Mondays 8:00 - 18:30

Tuesdays 8:00 - 18:30

Wednesdays 8:00 - 18:30

Thursdays 8:00 – 20:00 Extended Hours

Fridays 8:30 – 18:30

Patient Group Profile

	Patient 1	Patient 2	Patient 3	Patient 4	Patient 5	Patient 6	Patient 7	Patient 8
Female		✓		✓	✓	✓	✓	✓
Male	✓		✓					
Carer								
With Children						✓	✓	✓
Age Group								
Under 16								
17 - 24								
25 - 34								✓
35 - 44						✓	✓	
45 - 54								
55 - 64					✓			
65 - 74	✓	✓						
75 - 84			✓	✓				
Over 84								
Ethnicity								
British	✓	✓	✓	✓		✓	✓	
Irish								
White &Black Caribbean								
White &Black African								
Indian								
Pakistani								
Bangladeshi								
Caribbean					✓			
African								
Chinese								
Other								✓