



**Downham Family Medical Practice  
Downham Health & Leisure Centre  
7 – 9 Moorside Road, Bromley BR1 5EP  
0203 049 2030**

## **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 made up of two male doctors and two female doctors and 1 WTE Practice nurse, 0.5 WTE Specialist Diabetic Nurse and 0.5 WTE Cervical Smear Nurse

The practice has been situated within the Downham Health and Leisure Centre for 5 years and the practice now has a population of 7,187 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 19<sup>th</sup> November 2012. 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 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 January 2012.

Over 200 surveys were given out and 150 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 21<sup>st</sup> January 2012 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) The telephone system
- 2) Appointments (ONLINE)
- 3) Communication to patients of services provided within the practice.
- 4) Confidentiality at the reception desk

The survey results were also discussed at our Practice Meeting held on Wednesday 22nd February 2012.

It was agreed that the report will be posted to the practice we site no later that 31<sup>st</sup> March 2012. 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
Telephone system	Review the cost of mobile calls To look at possible mobile packages.	<b>March 2013</b>
Appointments	Ensure the patients are informed of the full range of appointment types Start Online appointments	<b>May 2012</b>
Communication to patients of services with in the practice	Ensure the full range of services provided in the practice is advertised in the patient leaflet, website and the jayex board  Introduce a practice leaflet	<b>May 2012</b>  <b>March 2013</b>
Confidentiality at reception desk	Ensure patients are aware there is a room available to speak in confidence to a receptionist – Advertise in reception, practice website and practice leaflet.	<b>May 2012</b>

## **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						✓	✓	✓
<b>Age Group</b>								
Under 16								
17 - 24								
25 - 34								✓
35 - 44						✓	✓	
45 - 54								
55 - 64					✓			
65 - 74	✓	✓						
75 - 84			✓	✓				
Over 84								
<b>Ethnicity</b>								
British	✓	✓	✓	✓		✓	✓	
Irish								
White &Black Caribbean								
White &Black African								
Indian								
Pakistani								
Bangladeshi								
Caribbean					✓			
African								
Chinese								
Other								✓