



PATIENT PARTICIPATION REPORT 2013/14

Practice Code:

Practice Name:

An introduction to our practice and our Patient Reference Group (PRG)

The Practice is situated in Clay Cross serving approximately 9200 patients. The PPG group was established in April 2006 and membership is open to all patients. The aim of the PPG is to build the relationship between the Practice Staff and patients to improve communication leading to open constructive discussion on the level of service provided.

Establishing the Patient Representative Group
This shows how the practice has tried to ensure that the PRG is representative of the wider practice population. Information is provided here on the practice and PRG profile.

	Practice population profile	PRG profile	Difference
Age			
% under 18	17	Nil	-17
% 18 – 34	20	Nil	-20
% 35 – 54	26	6	-20

% 55 – 74	26	74	+48
% 75 and over	11	20	+9
Gender			
% Male	49	53	+4
% Female	51	47	-4
Ethnicity			
% White British	98	100	+2
% Mixed white/black Caribbean/African/Asian	0.3		-0.3
% Black African/Caribbean	0.2		-0.2
% Asian – Indian/Pakistani/Bangladeshi	0.3		-0.3
% Chinese	0.2		-0.2
% Other	1.0		-1.0

These are the reasons for any differences between the above PRG and Practice profiles:

Unable to attract younger members despite notices in both waiting rooms. The practice population is Predominantly White British which is reflected in the PPG.

In addition to the above demographic factors this is how the practice has also taken account of other social factors such as working patterns of patients, levels of unemployment in the area, the number of carers:

The PPG meetings are held in an evening to attract as many patients as possible. We have a range of workers, carers and retired from work patients who attend on a regular basis.

This is what we have tried to do to reach groups that are under-represented:

Continue to advertise within the Surgery, on the website and in the PPG Newsletter.

Setting the priorities for the annual patient survey

This is how the PRG and practice agreed the key priorities for the annual patient survey

Previous discussions with the PPG showed they thought a question relating to disability access needed to be included. Previous Questionnaires were thought to be too long and it was therefore condensed this year. Popular subjects possibly due to press coverage were opening hours, reception staff access to appointments, and it was agreed to base the questions around these items.

Designing and undertaking the patient survey

This describes how the questions for the patient survey were chosen, how the survey was conducted with our patients and includes a summary of the results of the survey (full results can be viewed as a separate document)

How the practice and the Patient Reference Group worked together to select the survey questions: Questions were chosen around popular subjects. The PPG were approached for volunteers to distribute the survey in the waiting room & local community over a 2 week period in December 2013

How our patient survey was undertaken:

The survey was available to download and complete through the practice website with a link to Survey Monkey. Paper copies were available in the waiting rooms and members of the PPG were on hand to assist and encourage patients to complete the survey. One PPG member collated the data and presented it in graph format.

Summary of our patient survey results:

Overall the survey showed that patients were satisfied with the level of care and service and given at both sites. We had poor results regarding seeing GP of preferred choice but this was to be expected as we have had 3 partners leave/retire plus other resignations during 2013.

Analysis of the patient survey and discussion of survey results with the PRG

This describes how the patient survey results were analysed and discussed with PRG, how the practice and PRG agreed the improvement areas identified from the patient survey results and how the action plan was developed:

How the practice analysed the patient survey results and how these results were discussed with the PRG:

The Practice looked at all areas covered by the Survey. At the Jan 2014 PPG meeting the results were reviewed by the Patient Group.

The key improvement areas which we agreed with the PRG for inclusion in our action plan were:
To continue the recruitment process for GPs and other clinical staff to ensure continuity of care.

More questions to be included in the next survey as there are not enough areas covered to produce a good and meaningful action plan.
 Patients are not aware of the triage, Dr or Nurse on call system so it was agreed to advertise /promote this service.

We agreed/disagreed about:
 Agreed helping with medical conditions was best result and access to preferred clinician
 Was the worst. There were no disagreements.

ACTION PLAN

How the practice worked with the PRG to agree the action plan:

Results were discussed at Jan 2014 PPG meeting

We identified that there were the following contractual considerations to the agreed actions:

none

Copy of agreed action plan is as follows:

Priority improvement area Eg: Appointments, car park, waiting room, opening hours	Proposed action	Responsible person	Timescale	Date completed (for future use)
Recruitment	Continue to advertise for GPs/ Clinicians to improve continuity of care.	PM	6to 12 months ongoing	
Knowledge of triage system	Advertise/Promote this service in surgery and on the website	CK	6 to 12 months	
Future Questionnaires	To include more diverse questions	PM / CK &PRG	12 months	

Review of previous year's actions and achievement

We have summarised below the actions that were agreed following the patient survey 2012/13 and whether these were successfully completed or are still on-going and (if appropriate) how any have fed into the current year's survey and action plan:

“You said We did The outcome was”

Patients felt that there was an issue regarding privacy at reception and in consultation rooms.

We have adapted the Reception area to offer patients more privacy when dealing with the reception team. There is also a private room just off the waiting rooms for receptionist to take patients into if the need arises. The Consultation rooms have been altered where possible to sound proof more effectively.

Patients felt the front doors needed upgrading to electronic doors.

There has been an upgrade to the reception area which includes electronic front doors and easier access from the pavement and car parks. Although the electronic doors made access easier this led to complaints over the temperature in the waiting area due the frequency of the doors opening and closing. A manual exit button was fitted to the doors to help with this problem.

Patients felt that there was an issue in booking appointments a few days ahead.

We have altered the appointment system to allow the reception team to offer patients two day ahead appointments. The appointment system is continuing to evolve and develop to support patients.

Where there were any disagreements between the practice and the PRG on changes implemented or not implemented from last year's action plan these are detailed below:

No

Publication of this report and our opening hours

This is how this report and our practice opening hours have been advertised and circulated:

The Report is to be published on the website www.bluedykessurgery.co.uk.

The report will be available along with full details of the survey at the Surgery. The PPG Newsletter will direct patients to look at the survey results.

Paper copies will be made available for all PPG members to share with friends and family. The CCG will also be sent a copy of the Survey and Report.

Details of Surgery opening times are displayed on the waiting rooms doors at Clay Cross. Patient information leaflets and the practice website also give this information.

Opening times

These are the practice's current opening times (including details of our extended hours arrangements)

Clay Cross

Monday to Friday 8am to 6.30pm

One late evening Surgery per week (Tuesday or Thursday) with appointments available until 8.20pm for patients to pre-book.