

# **PATIENT PARTICIPATION REPORT**

## **MARCH 2014**

This report summarises the continued development of the Virtual Patient Reference Group 2013/2014. For Albion Mount Medical Practice and Mountain Road Surgery

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### **1. The Practice Population Profile and PRG**

#### **Practice population summary**

Our Practice population at 1<sup>st</sup> January 2014 was 5941

<u>Age group</u>	<u>Males</u>	<u>Females</u>
0-16	670	606
17-21	196	172
22-29	313	341
30-39	460	391
40-49	452	369
50-59	369	328
60-65	212	193
66 +	399	460

Of our practice population 90.1% of our patients have a recorded ethnicity. Please find the results below.

White British	3622
Other White background	55
Mixed/Multiple ethnic group	29
Asian/Asian British	1683
Black/African/Caribbean/Black British	60
Other ethnic groups	56

### **Patient Review Group**

We invited patients to be part of our review group by:

- Displaying posters in both practices and adjoining pharmacy
- Leaflets placed in the waiting area.
- Receptionists handing out leaflets
- Advertised on our website
- Displayed on our patient call board
- Emailed housebound patients

Our Virtual Patient Review Group consisted of 28 patients

<u>Age group</u>	<u>Male</u>	<u>Female</u>
0-16	2	0
17-21	0	2
22-29	1	2
30-39	0	3
40-49	3	2
50-59	2	4
60-65	2	2
65+	1	2

On the 1<sup>st</sup> April 2013 we had an established PRG review group of 22 members. This has now increased to 28 members. An email was sent to explain the role to the new members joining our group to advise them of the importance of their involvement and opinions.

As a result of the 2014 we have received a further 36 patients who have expressed an interest in joining the PRG.

We provided information to our members regarding external meetings which they had the opportunity to attend. Several of our members have been involved and have participated in these external meetings; ie Patient Commissioning Group and Patient Participation Group Networking meeting.

As part of our CQC inspection members we were required to provide details of several member of our PRG who were willing to share their views and opinions of the running and services within our practice. All members were contacted by email asking them to consent to be contacted by the CQC inspector. Of all who consented to be contacted these were approached by telephone to share their views.

## **The Practice Survey**

Before the survey was created an email was sent to the members of our PRG to ask if they had suggestions of any questions they would like included in our draft patient survey.

Following the receipt of the group's suggestions, a draft copy of the patient survey was emailed to the group for further feedback. On this occasion there were no suggestions received from our PRG therefore the patient survey was created.

The Practice survey comprised of 11 questions on 3 sides of A4 paper.

We distributed 250 questionnaires within both our surgeries explaining that the completion of the survey and their opinions may improve and benefit the running of the practice. All completed surveys were placed in a sealed box to ensure confidentiality.

All the data was collated and the results placed on our website. A poster has been displayed in the waiting area to thank patients for their participation and that paper copies are available of the results upon request.

Please see attached survey results.

## Results and Action Plan

A Copy of the survey results and our action plan was emailed to all of our PRG for their comments. A paper copy is available upon request for those patients who do not have access to the website to view the results.

### Changes implemented as a result of our survey.

You said	We did	The result is
Many patients were unaware they could receive a 'call back' from a GP when there were no appointments available for the day. Of the patients who had experienced this service their response was that they were satisfied and very positive comments were received.	We will continue to provide this service and ensure that the patients are fully aware of the service. The reception staff will offer the option of the GP call back to the patient when there are no urgent appointments to offer.	All patients requesting urgent' on the day appointments' will be assessed by a GP via a telephone call back. If the problem can be dealt with over the telephone (eg prescription, advice) no appointment would be required. However If the GP feels an appointment is necessary the patient will be allocated an appropriate appointment.
Booking appointments on line	Following the response from the survey it has come to light that many patients were unaware that this facility is available.	A poster has been displayed in the waiting area and information on the 'call board'to promote this. We feel this option would be beneficial to patients who work and would allow an improved access for booking in advance.
You would like reading materials available in the waiting area	Ensured there is a selection of reading materials for patients to use	Happy patients
Patients found it too warm on occasions in the waiting area	Displayed a poster in the waiting area to approach a member of staff to open a window or lower the heating.	A more comfortable environment in the waiting area
Patient expressed piped music in the waiting area	We have applied for a music licence	Background music will be played in the near future.

### **Further comments recieved**

There are still great concerns in relation to our 0844 telephone number. We would like to assure all our patients that this number will be changed to a 01924 number by the end of 2014.

The patient 'self check in' facility which we introduced following the survey last year, has been a great success and has reduced the waiting time considerably at the reception desk.

The majority of our patients are very happy with the service the Practice provides.

Most patients found the reception staff to be very helpful.