***LITTLE HORTON LANE MEDICAL CENTRE***

**LOCAL PATIENT PARTICIPATION GROUP REPORT**

**2013-2014**

**Produced by: Lynn Holland, Practice Business Manager**

**Date: March 2014**

**1. Introduction**

The Patient Focus Group (PFG) at Little Horton Lane Medical Centre has established now for one year. We have found this to be a very interesting group to be part of and it has opened up channels of communication we would not have achieved the year previous. We now have seven members of the group, but are still actively trying to recruit more.

The group will continue to meet, if required, on a quarterly basis for around 2 hours in the Meeting Room at Little Horton Lane Medical Centre where refreshments are provided. Agendas and supporting papers will be distributed to members at least one week in advance to allow them to read them in preparation for the meeting. Copies are also provided on the day to save them printing them off at home. Members are asked to forward their apologies to our Reception Manager if for any reason they are unable to attend.

We are still open to rotating the times and days of the meetings to suit the patients that are working, but the members like to meet on a Friday 11.30 – 13.30.

As well as the PFG meetings, we now have a small number of patients involved in our virtual PFG made up of patients who did not want to attend meetings, but that are happy for the practice to contact them from time to time either by phone, letter or email to ask them questions about our services, staff and facilities, etc. We have been using this mode of communication more regularly this year and it has been very successful.

**2. Description of the profile of the Patient Representation Group**

Our PFG comprises 13 members, 8 Male and 5 Female which matches our practice list profile as there is more or less an equal mix of men and women registered with the practice. 95% of our practice population is of South Asian origin and this is reflected in our group. They all have varying backgrounds and access various services we provide. With regard to the age profile of the group this ranges from 29 to 54 years (Males – 25 to 54 years and Females – 32 to 49 years). 4 males are employed and 3 females are unemployed. We have managed to recruit a female Caucasian patient to the group this year, which helps with our ethnicity mix.

**3. How the practice has worked to ensure that the Group is representative of our registered patients**

To ensure the practice’s PFG remains representative of our practice population we continue to use various methods of recruitment. We will continue to actively recruit to the group and will continue to use the following methods:

* Advertised/promoted the group on our practice web site
* Advertised/promoted the group within the surgery on the notice board
* GPs as part of their discussions during consultations will ask patients if they would be interested in joining the group
* Posters in each consulting/treatment room advertising the group
* Word of mouth from other members of the group
* Requests for patients to join the group was added to the electronic call screen
* Personal discussion with the Reception Manager to fully explain the purpose of the group

**4. Steps taken to determine and reach agreement on the issues which had priority and which should be included in the local practice survey**

The PFG met last year to identify and decide which issues they thought should be addressed as part of the local practice survey. This discussion took place until they were happy with the issues they had prioritised to be included in all survey’s.

The process involved patients coming forward with their issues and prioritising them, and members of the practice team did the same. We used various information sources and patient feedback gathered routinely via complaints, comments and suggestions box in reception, feedback from the practice web site National GP Survey, word of mouth from patients, etc.

Once the issues were identified they were formed into questions and put into a format and layout which was user-friendly and not too onerous for people to complete. These documents were then e-mailed to the PFG to review the questions, layout and format.

Once these had been verified by the PFG we decided to continue using this format each year so we could have a comparison year on year.

**5. How the practice sought to obtain the views of its registered patients**

We gained the views of our registered patients by using the following format:

* Participate in National GP Survey
* Comments/suggestions box on the reception desk – summarised monthly and discussed with the GP Lead for Patient Experience
* Local patient survey.
* Complaints – summarised and discussed quarterly at the PHCT Meeting
* Posters in reception
* Information on the electronic call board

1. **Steps taken by the practice to provide opportunity for the PRG to discuss the contents of the action plan**

The Practice Manager analysed the findings of the local practice survey and compiled a report. The findings for each question were summarised and illustrated either using charts or text.

The action plan was presented to the PFG via e-mail and the findings will be used to formulate any changes/alterations to services within the coming year.

**7. Details of the findings that arose from the local Practice survey**

Patients were asked a number of questions regarding the appointment system opening hours, accessibility on the telephone, service from the receptionists, GP’s and any other clinical staff etc. It appears that patient’s satisfaction has increased with the staff and the service they receive, there were less people complaining about the telephone system since we had the new one installed. We started a Minor Ailments Service at our branch surgery this year, to increase the number of patients seen on a daily basis and this has proved popular as everyone can be seen on the day.

This service is to be offered to our patients at our main surgery from April this year when we have completed the training required for our new staff members.

**Responses found to be positive:**

* Patient’s appeared happy with the care they received from the staff in the surgery as over half of the patients surveyed would not change anything at the practice.
* The majority of patients surveyed were happy with the opening hours of the practice.
* Most patients were satisfied with the level of care they received from all the staff at the surgery including the reception staff.
* A majority of patients would recommend the practice to a friend or colleague.
* Patient appreciated the reading material in reception as requested in the last survey.

**Responses found to be less positive:**

* We take into account that patients want new, more comfortable seats in reception and this will be acknowledged when we have to change the seating area.

**8. Summary of the evidence (including any statistical evidence) relating to the findings or basis of proposals arising out of the local practice survey**

A copy of the feed back report is appended.

1. **Details of the action plan which the practice, and, if relevant, the CCG, intent to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local practice survey**

A copy of our action plan is appended.

**10. Issues and priorities taken on by the practice as a result of this report**

Refer to action plan appended.

1. **Practice Information (opening hours, obtaining access to services, extended hours, times when individual healthcare professionals are accessible to patients**

Little Horton Lane Medical Centre is open between the hours of 8.30am and 6.00pm Monday to Friday. The practice provides extended opening hours on a Monday & Thursday evenings. The healthcare professionals available on these sessions are GP Partners.

Urgent problems will be triaged by the Nurse Practitioner who will assess the patient’s symptoms and provide advice as appropriate; this may be either telephone advice, an appointment or a home visit as required.

Patients can make appointments by telephoning or calling in to the practice. We have a text messaging facility which reminds patients of their appointments on the booking of their appointment and again on the day prior to their pre-arranged appointment.

Our GP & Nurse Practitioner availability is show in the timetable below: (Please note that at times the timetable may be subject to change)

**Little Horton Lane Medial Centre (Main site)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Surgery** | **Monday** | **Tuesday** | **Wed.** | **Thursday** | **Friday** |
| 9.00 - 11.30  9.00 – 12.00 | Dr Bashir  Dr Singh  G. Archibald | Dr Ratna  Dr Singh  R. Javed | Dr Ratna  Dr Bashir  G. Archibald  V Walker  Minor Ailments | Dr Patel  Dr Bashir  R. Javed | Dr Bashir  Dr A Khan  G. Archibald |
| 1. – 5.30   1.00 – 4.15 | Dr Bashir  Dr Singh  G. Archibald | Dr Ratna  R. Javed | G. Archibald | Dr Patel  Dr Ratna  R. Javed | Dr A Khan  G. Archibald |
| 6.30 – 8.30 | Dr Gilkar |  |  |  |  |

**Birch medical Practice (Branch Surgery)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Surgery** | **Monday** | **Tuesday** | **Wed.** | **Thursday** | **Friday** |
| 9.00 - 11.30 | Dr Patel  R. Javed | Dr Bashir  G. Archibald | Dr Patel  R. Javed | Dr Singh  G. Archibald | Dr Gilkar  R. Javed |
| 3.00 – 5.30  1.00 – 4.15 | Dr Patel  R. Javed  Minor Ailments | Dr Singh  G. Archibald  Minor Ailments | CLOSED | Dr Singh  G Archibald  Minor Ailments | Dr Gilkar  R Javed  Minor Ailments |
| 6.30 – 8.00 |  |  |  | Dr Gilkar |  |

**12. Conclusion**

This report seeks to outline our current position with regard to our PFG and the work undertaken to date. We anticipate our group will continue to go from strength to strength in helping the practice understand what our patient requirements are.

A copy of this report will be shared with CCG colleagues.