

LAKESIDE MEDICAL CENTRE
Patient Representative
Group (PRG) Report
2012/13

STEP 1: DEVELOP A PATIENT REFERENCE GROUP

PROCESS USED TO RECRUIT

Provide details of the methods used to recruit patient to the PRG:

The practice created a contact form which can be completed when recruiting a patient to the PRG it included the following information:

- Contact details
- Demographics e.g. gender, age, ethnicity
- Information on what a PRG is.

It also addressed what would be required of them when joining the PRG.

The following were the practices method of advertising the PRG:

- Initial 'Here we are' posters in practice
- Following formation PRG created posters for practice and Perton Library containing members telephone numbers
- Practice website – online sign up form
- Printed leaflets offered to all patients attending practice using
- Printing on right hand side of prescription
- Perton pages newspaper article
- On Perton pages and Perton Community Facebook page

PRACTICE POPULATION PROFILE

Age & Sex Profile:

Age Range	Male	Female	Total	
< 18	583	495	1078	18%
18 - 30	550	535	1085	18%
31 - 45	540	557	1097	18%
46 - 60	710	801	1511	26%
61 >	587	635	1222	20%
Total	2970(50%)	3023 (50%)	5993	

(Figures for regular patients registered in March 2013)

Ethnicity:

British or mixed British	2638	44.01%
White Ethnicity Total	2022	33.74%
Mixed Ethnicity Total	58	0.97%
Black Ethnicity Total	36	0.60%
Asian Ethnicity Total	167	2.79%
Chinese Ethnicity Total	28	0.47%
Other Ethnicity Total	15	0.25%

The practice has ethnicity data on 4964 patients representing 83% of the practices list – Figures for regular patients registered in March 2013)

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PRG PROFILE – OBTAINED FROM THE PCC PRG DATABASE

Age & Sex Profile:

<i>Age Range</i>	<i>Male</i>	<i>Female</i>	<i>Total</i>	
< 18	0	0	0	0%
18 - 30	0	0	0	0%
31 - 45	0	1	1	12.5%
46 - 60	2	2	4	50.0%
61 >	2	1	3	37.5%
Total	4 (50%)	4 (50%)		

(Figures for regular patients registered in March 2013)

Ethnicity:

British or mixed British	3	37.5%
White Ethnicity Total	5	62.5%
Mixed Ethnicity Total	0	0%
Black Ethnicity Total	0	0%
Asian Ethnicity Total	0	0%
Chinese Ethnicity Total	0	0%
Other Ethnicity Total	0	0%

DIFFERENCES BETWEEN THE PRACTICE POPULATION AND MEMBERS OF THE PRG

Steps taken by the practice to reach groups not represented and address variation within the PRG.

As the practice population is split equally between male and female patients, the PRG is also representative.

The practice population is not ethnically diverse, as all of the PRG is British or White British this is representative of the patient list.

46% of the practice population is aged over 31 years, this group is strongly represented on the PPG.

South Staffordshire has lower unemployment rates than national and regional averages in January 2013 (as reported in The Guardian) these were 3.6% for men and 1.9% for women, compared to West Midlands of 6% for men and 3.1% for Women and England of 4.9% and 2.6%. In order to attract representation from the younger population we have established a virtual PPG being contacted by their preferred method face-to-face meetings, telephone, letter or e-mail.

We are continuing to recruit to the PRG.

STEP 2: AGREE AREAS OF PRIORITY WITH THE PRG

Meeting held with PRG on 11th December 2013 to discuss what questions should be asked. PRG created questionnaire which was discussed at meeting on 15th January 2013. Meeting on 12th February 2013 confirmed the final questions. This was then designed by a Printing Company to allow patients a easy read format and sent to PRG via for approval. This was gained and questionnaire was printed.

STEP 3: COLLATE PATIENT VIEWS THROUGH THE USE OF A SURVEY

How were the views of registered patients sought?

Anonymous questionnaire forms paper copies given out in the surgery and via the practice website.

How were the questions drawn up?

Drawn up by PRG.

How was the survey conducted?

A paper survey was handed out by reception team and PRG to registered patients who volunteered to complete when attending the practice over a three week period commencing Monday 18th February 2013. Responses were collected and inputted on the My Surgery survey analysis tool. 216 responses were received. The Department of Health guidelines recommend that to ensure a representative patient sample for every 1,000 registered patients, 25 completed questionnaires are required, this equates to 150 surveys for this case. Therefore, this guideline was fully met.

What were the survey results?

Analysis of responses attached.

216 total respondents to the survey, of these:

Under 18	3%
18-30	17%
31-45	21%
46-60	22%
61 +	35%
No Response	2%

We felt that this was representative of the population.

We were pleased with the GP responses; for all high amounts of patients gave Excellent and Good ratings: e.g.

		No response/NA
Listens to you	92%	5%
Takes enough time with you	86%	5%
Explains what you want to know	85%	5%
Gives good advice and treatment	83%	6%
Friendly and helpful to you	87%	6%

The Nurses responses were also high and no patient found the service to be poor.

84% found the length of time spend with the GP as Excellent and Good.

93% rated the practice Excellent and Good when asked if it was neat and clean and 89% when asked if the premise was comfortable and safe (5% no response), with no one using poor scoring.

87% stated that they are able to see the GP of their choice.

67% knew the practice opening hours and 70% knew how the appointment system worked, therefore, this will be represented in the practice action plan. 84% were happy with the appointment system.

Some of the comments included:

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“Clean, tidy, calm. Doctors friendly and attentive. Receptionists helpful.”

“Confident in the care I get”

“Convenient, helpful, easy to get appointments”

“Excellent nhs service, understanding staff”

“Friendly helpful and extremely efficient staff at all levels and excellent medical care”

STEP 4: PROVIDE PRG WITH OPPORTUNITY TO DISCUSS SURVEY FINDINGS AND REACH AGREEMENT WITH THE PRG ON CHANGES TO SERVICES

Describe the methods used to give the PRG and opportunity to comment and discuss the findings of the survey:

The PRG were invited to a meeting on the 12th March 2013 to draw up the surgery action plan. The Practice Manager went through the analysed statistics from the survey. The practice and PRG was pleased with the comments from the group and strong survey results. Those that were unable to make it were sent the results and PRG Report and draft action plan by email for comment.

The group felt when informing patients of services the surgery offers and other important aspects of the service they may need to be aware of posters may not be the best option as the waiting room is already overcrowded with posters and you can get ‘information blindness’. Therefore, a newsletter would be a good idea this could then be put on the website and in other locations around Perton.

STEP 5: AGREE ACTION PLAN WITH THE PRG AND SEEK PRG AGREEMENT TO IMPLEMENTING CHANGES

ACTION PLAN

How did you agree the action plan with the PRG?

Steps 4 and 5 were combined. The PRG formulated the action plan in the meeting, then distributed to group by email for comments. Comments from the virtual PRG and practice meeting form the basis of the action plan.

The action plan is attached.

What are the main findings/proposals that can be implemented?

See attached action plan.

What are the findings/recommendations that will not be implemented? Please include reasons?

None.

What are the actions that the practice intends to take/has taken in respect of the findings:

See attached action plan.

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Are there any contractual considerations to the agreed actions?

Not to our knowledge.

LOCAL PATIENT PARTICIPATION REPORT

Please describe how the report was devised and circulated:

The report was advertised on the dedicated practice website.
A poster of findings has been displayed in patient and staff areas.
Report issued to PPG members.
Report e-mailed to staff.

OPENING TIMES

Opening Times
Reception is open and available on the telephone and face-to-face.
Monday 8.00am-6.30pm*
Tuesday 8.00am-6.30pm*
Wednesday 8.00am-6.30pm*
Thursday 8.00am-6.30pm*
Friday 8.00am-6.30pm
Saturday 8.00am-12.00pm
*At least one late night on rotational basis.

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Priority for Action	Proposed Changes	Who needs to be involved?	What is an achievable time frame?
<p>9% of respondents choose poor or fair when asked if the doctor takes enough time with the them 11% choose poor or fair when asked about length of time with GP 32% responded fair and 4% responded poor when asked about GP waiting time</p>	<p>Advertise double appointment in newsletter and website</p> <p>To establish a system whereby reception clearly communicate to the patients in the waiting room if the clinic is running late</p> <p>Practice to review feasibility of water dispenser in Reception area</p>	<p>GP's Practice Manager PRG Reception</p>	<p>July 2013</p> <p>May 2013</p> <p>July 2013</p>
<p>10% of respondents choose poor or fair when asked if they felt the doctor explains what you want to know 12% choose poor or fair when asked if the GP gives good advice and treatment</p>	<p>Increase the use of web mentor (patient information leaflet system) to increase written patient information</p> <p>Article in newsletter giving patient points of making the most of a GP appointment, based on article by NHS Choice on GP Appointments.</p>	<p>GP's Practice Manager PRG</p>	<p>May 2013</p> <p>July 2013</p>
<p>29% of respondents are not aware of practice opening hours</p>	<p>Advertise practice opening hours clearly in waiting room, newsletter and ensure clear on website.</p>	<p>GP's Practice Manager PRG</p>	<p>July 2013</p>
<p>24% of respondents did not know how the practice appointment system works. Comments were made relating the appointment system.</p>	<p>Advertise the appointment system in newsletter and ensure clear on website.</p> <p>Continue to review the appointment system with practice team and PRG for effectiveness and ensure it meets the needs of the population on a regular basis.</p>	<p>GP's Practice Manager PRG Practice Team</p>	<p>July 2013</p> <p>Ongoing</p>

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Priority for Action	Proposed Changes	Who needs to be involved?	What is an achievable time frame?
8% of respondents choose poor or fair when asked about privacy in the practice	Create a sign stating to go to the right desk away from the waiting area if you wish to discuss something privately with the Receptionist.	Practice Manager PRG	May 2013
Comments were made by patients about Lighting in the Car Park	Review lighting in the car park.	Partners Practice Manager	April 2013
Comments relating to the décor of practice building.	Continue to refurbish building in line with practice premise plan.	Partners Practice Manager	Ongoing