

Ettingshall Medical Centre

**Patient Participation
Report**

2013 – 2014

STEP 1: ESTABLISH A PATIENT REFERENCE GROUP

The patient reference group comprises registered patients and uses its best endeavours to ensure the practice Patient Reference Group is representative of the practice population as a whole.

The group is now well established and progress is being made on recruiting new members.

Recruiting process

The practice uses a variety of methods to recruit patients to the Patient Reference Group (PRG)

- Leaflet - *'Have a say in the services we provide'*
- Posters
- Practice website
- Electronic call board (Jayex system)
- Face to face
- Invitation letters
- Interpreting service involved in issuing leaflets to patients on site

The group aims to ensure all patients are adequately represented, where there is an underrepresentation patients will be directly invited to join the patient group.

Patients are informed of future meetings which are displayed on the notice board in the waiting room, and on the practice website. We also display information in the waiting room in the run up to the meeting date.

The practice patient participation group actively welcomes new patients.

The leaflet *'Have a say in the services we provide'* requests the following information:

- Demographic details – age; gender
- Ethnic background they represent
- Preferred contact method
- Level of involvement
- Priority areas of focus

PRACTICE POPULATION PROFILE

Practice age and sex profile

2013/14	Male	Female	Total	%
0-16	360	342	702	25%
17 – 24	144	173	317	11%
25 – 34	215	297	512	18%
35 – 44	205	183	388	14%

45 – 54	150	152	302	11%
55 – 64	104	109	213	8%
65 – 74	71	62	133	5%
75 – 84	56	72	128	5%
85+	28	75	103	4%
Total	1333	1465	2798	100%

Practice Ethnicity profile

2013/14		
British or mixed British	23%	631
White total	44%	1243
Black total	11%	310
Asian total	14%	400
Total Mixed	4%	117
Chinese	0%	13
Other ethnic group - category unknown	3%	84
		2798

PPG POPULATION PROFILE

PPG age and sex profile

2013/14	Male	Female	Total	%
0-16	0	0	0	0%
17 – 24	0	1	1	4%
25 – 34	1	2	3	12%
35 – 44	3	0	3	12%
45 – 54	2	3	5	19%
55 – 64	1	5	6	23%
65 – 74	2	3	5	19%
75 – 84	1	1	2	8%
85+	0	1	1	4%
Total	10	16	26	100%

PPG Ethnicity profile

2013/14 PPG		
British or mixed British	31%	8
White total	42%	11
Black total	12%	3
Asian total	8%	2
Total Mixed	4%	1

Chinese	0%	0
Other ethnic group - category unknown	4%	1
		26

The PPG group remains consistent with the previous year's profile. All groups over aged 16 are fairly equally represented in both age and ethnicity.

We continue to actively invite those who are underrepresented through direct contact either verbally or in writing. In order to reach the younger population we are also using the text messaging facility.

The practice population is very diverse with a leaning towards a younger population under 16, and a wide variety of ethnic groups. We continue to use all methods available in our achievement of representing all groups.

STEP 2: AGREE PRORITY ISSUES TO INCLUDE IN THE PRACTICE SURVEY

This year's survey was discussed in the patient participation group quarterly meetings. All patients were given the opportunity to comment and identity priority areas for inclusion in the survey.

It was felt that there were a number of key areas which should be included in the practice survey focussing on appointments, clinical care and the interaction with the reception team.

It was agreed that the following areas would be included in this year's survey :-

Collating information regarding the practice

- Access to appointments
- Telephone access
- GP of choice

Clinical

- Clinical care provided
- The ability of the clinician to listen
- Satisfaction with the consultation

Reception

- How well reception team dealt with patients

A review of the survey questions from the previous year's survey was undertaken, and it was agreed that we should maintain a similar format as in previous year to identify any improvement or otherwise.

STEP 3: UNDERTAKE A PRACTICE SURVEY, COLLATE AND INFORM THE PATEINT REFERENCE GROUP

107 surveys were completed during February 2014. The survey was collated using the improving practice survey provided by CFEP UK Survey a nationally recognised company.

The paper survey was made available to patients in the waiting room and given out to patients by the reception team. Completed surveys were returned to the practice in a sealed envelope and placed in a sealed survey box. The surveys were forwarded to the survey company unopened for analysis.

The report was circulated to the patient reference group and discussed at a meeting on 17 March 2014.

STEP 4: REVIEW AND DISCUSS THE RESULTS OF THE PRACTICE SURVEY

Overall satisfaction with the practice remains high with a satisfaction rating of 92 % patients felt we were, good, very good or excellent.

All the mean scores about the practice and practitioner exceed national mean scores on the benchmark data when judged against all other practices

We achieved results in other areas where we were judged as good, very good or excellent:-

Opening hours - 98%

Telephone access – 96%

Appointment satisfaction – 95%

Waiting time - 79%

Satisfaction with visit - 100%.

Ability to listen - 99%

Clinical explanation - 99%

Reassurance - 97%

Confidence in ability - 94%

Consideration - 99%

Reception – 98%.

Results have been made available to patients in the waiting room and on the practice website.

The patient reference group felt it was a really positive report and reflected the efforts the practice had made despite having grown substantially over the last 12 months.

We discussed the increase in the waiting time which had been evident which is due in part some patient's consultations discussing multiple complex needs. It was not widely known that patients could request a double appointment if they needed too and it was felt the practice could advertise this more widely to patients.

The group went through the analysed statistics from the survey in detail and reviewed the results from the previous survey.

STEP 4: AGREE AN ACTION PLAN

The patient reference group identified and agreed the following areas to be prioritised for action

AGREED ACTION PLAN			
Priority for action	Proposed changes	Action required by	achieved by
Patient awareness	PPG members to share this information verbally amongst family and friends who are registered at the practice.	PPG members	Ongoing
	Promote double appointments on website and patient information notice boards.	Practice staff	30/04/2014 then ongoing
	Notify patients of the Walk in Centres facility and the services they provide.	Practice staff	30/06/2014
Signage	Provide a door sign for clinician's consulting rooms which display their name.	Practice staff	30/06/2014
Confidentiality Room	Inform patients of the availability of a confidentiality room located at the side of reception if patients wish to speak in private to members of the reception team.	Practice staff	Ongoing
	Update noticeboard, websites and inform reception staff to utilise the facility with patients.		30/06/2014
Disabled Patients	Create space in the waiting room to have a larger area by the seating to accommodate patients in wheelchairs and patients with pushchairs.	Practice Staff	31/03/2014

STEP 5: PUBLISH THE REPORT

The survey report and analysis of the 2014 survey action plan is available to view on the practice website at www.ettingshallmedicalcentre.co.uk . A copy is displayed in

the waiting room on the noticeboard, and all staff received a copy of the report and action plan.

Information on future meeting is also displayed along with the PRG minutes.