

The Centre Practice

Patient Participation Report 2012-13

Introduction

The Centre Practice Patient Participation Group was originally set up in August 2004 and comprised around 10 -12 members. In 2009 it formalised its structure, appointing a chairman and developing a constitution. In 2011 it widened its scope to include virtual members with the aim of including a wider demographic range to more closely match the practice population and now numbers around 54 in total. The age range of the whole group is rather older than the practice population (see Appendix A). 26.6% of the total practice population is aged 65 and over, 53% of the patient group is aged 65 or over. We have tried to encourage wider ethnic diversity in the group, 12% of the practice population who have ethnicity recorded, have an ethnicity other than White British but so far only 3.7% of the patient group have an ethnicity other than white British. We still have a large number of patients who have no ethnicity recorded or who have declined to give us the information. Many of these patients have been registered for several years. No specific ethnic group, other than white British is highly represented in the practice population

The group includes several patients with long term conditions such as diabetes, CHD, mental health and mobility issues.

Encouraging participation

We have tried to encourage a wider membership of our patient group in various ways:

- In our quarterly patient newsletter
- On our website
- Obtaining email addresses and encouraging membership in our patient survey
- We have information available on a poster in our Waiting room and at Reception
- Information given to new patients
- We continue to obtain ethnicity data for existing patients to encourage a wider range of patients to join the group
- We attempted to widen the range of membership by having a face to face meeting in the evening rather than at lunchtime to encourage working people to attend. Unfortunately none of our on-line members were able to attend so we have reverted to meeting at lunchtime at the members' request
- We now have a larger waiting room so may be able to have some members of the face to face group attending flu clinics to encourage membership

Agreeing Areas of Priority for our survey

Our face to face group met with the practice on 12.6.12 to discuss what areas they would like included in the survey for the year. Discussion included subjects which had been discussed at previous patient groups, subjects of complaints and follow on from last year's survey. Minutes of the meeting are available. The group chairman put the survey questions together in consultation with the practice, members of the face to face and on line group. The on line group were also asked for

suggestions for the survey on 30.7.12 and responses were passed on to the chairman for inclusion in the survey. Priority areas agreed included:

- Obtaining test results
- New repeat prescribing system
- On line appointments
- How child friendly is the centre?
- Specialist nurse services
- Services for the elderly

The survey

Our survey was carried out over four weeks in November/December 2012. 300 copies were given out randomly by our Reception. We also placed it on our web site to encourage those who use the website for ordering prescriptions or for information to complete it. (We have around three hundred on-line prescription requests a week so this would give several hundred patients the opportunity to complete the survey) Disappointingly only 115 replies were received and collated, many patients declining the opportunity, saying that they completed too many surveys

Survey Results

The data from the survey was circulated to the patient group and also to those who had expressed an interest by giving us their email addresses. The results were discussed at a meeting on 27th February 2013 where all comments received were aired and a draft action plan was agreed. This was circulated to members, including those unable to attend. No amendments were suggested so the chair agreed the final document with the practice manager on 20th March 2013.

Action plan

Patients Asked for:	What we will do:
<ul style="list-style-type: none"> • A new children's area in the waiting room 	<ul style="list-style-type: none"> • Provide a play table and child sized chairs
<ul style="list-style-type: none"> • Improvement in way test results are obtained 	<ul style="list-style-type: none"> • Posters to be put up in the Phlebotomist's room, HCA's room and the waiting room, and leaflets at Reception, outlining how to obtain results
<ul style="list-style-type: none"> • Requesting Repeat Prescriptions online 	<ul style="list-style-type: none"> • Work with the system supplier on an improved system. Chair of group to be involved in road testing it from a patient perspective
<ul style="list-style-type: none"> • Under 16s on repeat medication should not have to provide an individual email account but use a parent's address 	<ul style="list-style-type: none"> • This is not technically possible for confidentiality reasons but we will work with the system supplier to see if an alternative can be found
<ul style="list-style-type: none"> • Further information required on NHS reforms 	<ul style="list-style-type: none"> • We will put further information in our newsletters.

<ul style="list-style-type: none"> • Ladies toilet in Waiting room lacks privacy 	<ul style="list-style-type: none"> • There is non reflective glass in the windows so it is not possible to see in from the car park. We will put up a notice to this effect. The cubicles themselves are completely private
--	---

This report is available on our website and on NHS choices. It has been circulated to our patient group members and is available in Reception. A summary will be included in our patient newsletter.

Our core opening hours are 8.00-6.30 Monday to Friday. In addition as part of the Extended Hours scheme we are open from 7.30am each Monday and Thursday, until 8pm on Monday evenings and one Saturday morning in four from 8.30-11.30am. During both core and extended hours we can be contacted by telephone on 01329 823456, face to face at our Reception desk or via email through our website www.farehamcentrepractice.co.uk

