

**GROVE MEDICAL CENTRE
(CENTRAL SURGERY)
*D83048***

Patient Participation Report 2013/14

1. Our Patient Participation Group

The practice has a high elderly population which is well represented in both male and female members.

The practice has a growing PRG having started with 8 members in 2011 and reaching 20 in 2014. The practice has 8 male members and 12 female, with age ranges from 40 to 80+.

Younger groups have been difficult to recruit although the group works hard to encourage younger patients to become involved. This is carried out through newsletters, website and personal invitations. We also promote the option of being a 'virtual' member if patients would find it difficult to attend in person.

The practice does not have a high number of ethnic origin groups. One member of the group has an ethnic background.

Group members actively encourage friends and family to join our group.

2. Method and Process for Agreeing Priorities for the Local Practice Survey

The PRG meet 3 – 4 times per year. We met in April 2013 to consider the patient survey timing and content. The group agreed that the priorities would be to seek views on satisfaction with access to services provided at the practice.

The PRG group agreed they wished to repeat the Client Focused Evaluation Programme (CFEP) survey in 2013 in order to compare satisfaction with previous year's findings. The CFEP survey covers satisfaction with appointments, telephone access, services offered, information available, premises and staff.

The practice again included a separate element of locally agreed questions that were agreed at a PRG meeting held prior to the survey material being ordered.

The group agreed the following as priority areas for our local survey to seek patient views:

Satisfaction with automated telephone system

Satisfaction with GP telephone triage system for urgent appointment requests

Satisfaction with electronic booking in on arrival system

Satisfaction with ordering of repeat prescriptions (including on-line ordering)

Details and Results of the Local Practice Survey

Our annual survey was carried out in October 2013.

The CFEP paper survey was used as in previous years to allow accurate comparison. The survey requires manual completion of a form by patients after seeing a clinician and questions cover all aspects of the patient's satisfaction regarding services and patient experience prior to and during their visit.

In order to ensure sufficient responses are received to allow accurate analysis of the results, the practice has to return a minimum number of responses, dependent upon practice list size, in order for the analysis to be carried out.

A copy of the survey and analysis of the results is attached.

The results of the survey were discussed with the PRG at a meeting held on 4th November 2013.

Results of the survey were circulated via e-mail and post prior to the meeting to allow consideration before the meeting.

The results were discussed, reasons for fluctuations and comparisons from previous years were discussed and an Action Plan agreed by all members.

2013/14 ACTION PLAN

Priority for Action	Proposed Changes	Who needs to be involved	Achievable time frame
<p>Try to improve continuity of care.</p> <p>Having moved from a previously strict 'see own GP' rule, the flexibility created to see other GP's has not been popular with all patients. Satisfaction with seeing practitioner of choice had fallen by 8% from previous year.</p>	<p>GP's to consider this a priority in their appointment review discussions.</p> <p>Assure patients that when seeing a GP other than their usual GP, clinicians have access to all medical information via the computer. Include this assurance in newsletters and website.</p>	<p>GP's Practice manager</p>	<p>Following move to new premises</p>
<p>Improve Patient Information</p> <p>Satisfaction with telephone access fell by 5% over previous year even though the practice had implemented a daily telephone triage system whereby patients could easily discuss medical concerns with GP's via telephone.</p>	<p>Give detailed explanation of telephone triage system in newsletters.</p> <p>Update practice booklet</p>	<p>Practice Manager and I.T Manager</p>	<p>January 2014</p>
<p>Repeat Survey</p>	<p>Timing is critical – suggest re-run in Sept/Oct 2014</p>	<p>Practice and PPG members</p>	<p>Order survey material at end of July in preparation to run at beginning of Oct.</p>

The action plan agreed by the PRG in November was circulated to the group for final approval via e-mail and post.

The practice has worked hard at reviewing and changing the appointment system throughout the year. It is difficult to deliver patient choice and access at the same time – patient expectations versus safe and sustainable clinical practice has meant that patients have still expressed dissatisfaction with appointments.

Step 6. Publishing the Local Patient Participation Report

We have worked hard at maintaining and updating our practice website – this has been updated on a regular basis and was an excellent resource for patients who wished to follow our new premises being built as monthly updates and pictures were placed on the website.

With our move to new premises, our website name has changed to www.grovemcfelixstowe.nhs.uk.

PRACTICE OPENING HOURS

Our core hours are 8a.m to 8p.m Monday to Friday. During these hours patients can access services in person, via telephone and on-line.

Patients can book, check or cancel appointments 24-hours a day via our telephone system.

Patients can also access appointments on-line. Patients wishing to use this service will need to have a password and should ask at reception for an on-line registration form.

EXTENDED HOURS

The practice provides extended hours between 6.30pm – 8pm Monday to Friday.

Pre-bookable appointments can be made with a Practice Nurse during these times. If the Practice Nurse is on holiday then GP's provide cover during these hours.