

Practice Name: Marine Lake Medical Practice

Patient Participation Report 2013/14

This report summarises the development and outcomes of the Patient Reference Group (PRG) in 2013/14.

The report contains:

1. A profile of the PRG.
2. Priorities for the 2013/14 patient survey and how they were agreed with the PRG.
3. Method and results of the patient survey.
4. How the survey findings were discussed and changes agreed with the PRG.
5. Details of the Action Plan agreed with the PRG.
6. Confirmation of practice opening times.

1. Profile of the PRG

Break down of practice:

Age Sex Breakdown	Male	Female
Age Group 0-4	383	379
Age Group 5-14	956	942
Age Group 15-44	2633	2629
Age Group 45-64	2350	2598
Age Group 65-74	933	1120
Age Group 75-84	608	890
Age Group 85 And Over	246	546

PRG members

	Male	Female
65 and Under	1	0
Over 65	4	7

Ethnicity

The Patient Group considered Ethnicity to not be relevant to their involvement in the PRG and refused consent for me to use their ethnic status for this purpose.

To recruit to our PRG we:

- Wrote to patients (see attached letter)
- Put up posters in practice (attached)
- Offered leaflets to all patients attending practice (attached)
- Put information on the practice website (attached)
- Patient Group Members attended Midwifery clinics/Health Visitor clinics/LINK & CAB and talked to patients in the waiting room in an effort to recruit members



Z:\My Documents\ Z:\My Documents\ \\emis10115a\home\
PPG\First Meeting DoiPPG\First Meeting DoiDbass\My Documents

<http://www.wkhwirral.nhs.uk/patient%20participation%20group.html>

2. Priorities for the survey and how they were agreed with the PRG

To determine the priorities for the survey we:

- Discussed the survey at a PRG meeting
- Once we had established the main concern continues to be access the PRG agreed to use the same questions as last year so that the results could be compared
- It was felt that it would be useful to have some evidence to compare the practice pre and post merge

We carried out the survey using:

- Paper forms

We carried out the survey between January & February 2014

3. Method and results of patient survey

There are 14193 patients in the practice over 16 years of age, a 2% sample of this would be 284 people so this is the approximate number of patients we sent the survey to. The Patient Group agreed to focus on the groups below for the survey as these were felt to be the patients that were not represented in the Patient Group, difficult to engage with or considered particularly vulnerable. The visually impaired were contacted by phone. The survey was also made available in the practice waiting rooms for a month.

Questionnaires sent to:

- Patients in a care home – 29 patients
- Patients who are housebound – 28 patients
- Patients who are blind/deaf – 14 patients
- Parents with young children – 43 patients
- Patients aged 16-25 – 56 patients
- Patients aged 26-40 – 56 patients
- Patients who are carers – 15 patients
- Patients with chronic disease – 29 patients
- Patients with a physical disability – 14 patients

We have ensured that the demographic of the patients is represented in terms of gender. A record of those sent a questionnaire is kept so that next year we can seek other patient’s views.

4. How the survey findings were discussed and changes agreed with the PRG

The results of the patient survey were presented to the patient group meeting in tabular form with all patient comments presented. Volunteers for a sub group were agreed and arranged to meet to develop an action plan. The group met, decided actions and this was shared with the rest of the group by email for comments. Any requested amendments were made.

5. Action plan agreed with the PRG

[Details of the action plan setting out how the findings or proposals arising out of the local practice survey can be implemented and if appropriate, reasons why any such findings or proposals should not be implemented].

You said...	We did...	The result is...
You felt practice communications with patients needs to be improved	<ul style="list-style-type: none"> - We created a newsletter - We put up a PPG notice board in the waiting room - Put new TV screens in the waiting rooms and streamlined all the notice boards in the building 	<ul style="list-style-type: none"> - Many people like the newsletter but we now need to ensure it is available on line - We now need to improve our website and link it to EMIS access so that more people find out about online

		<p>appointments and prescription requests</p> <ul style="list-style-type: none"> - A subgroup of the PPG is meeting with the practice manager to redesign the patient leaflet which should then be made available online - Move the PPG notice board to a more prominent position in the waiting room
<p>You want to make appointments in advance</p>	<ul style="list-style-type: none"> - Made online booking available - Staff are actively encouraging patients to book on line - All patients with a mobile number were sent a text about registering for online booking & appointments - More appointments have been made available to be prebooked 	<ul style="list-style-type: none"> - advertise the ability to book online more widely - keep encouraging patients to register on line - Use the tv screens and website to let patients know about the booking process
<p>You want to see your preferred doctor</p>	<p>- Many of the most popular doctors are also part time so we cannot guarantee you will see your preferred doctor. The practice agrees with patients that continuity of care is more effective, efficient and reassuring for patients so we have set up a system that means patients with complex needs or who are terminally ill can be marked by the doctor to indicate to staff that they need to see a</p>	<p>Patients at the end of life have more consistent care because fewer doctors are involved.</p> <p>Doctors encouraged to put an alert on any patient they feel needs to be seen by them.</p> <p>Doctors to be specific when asking staff to invite patients in whether they need to see the same doctor or not.</p>

	<p>particular doctor.</p> <ul style="list-style-type: none"> - We have taken on two new salaried doctors both of whom are female as we did not have as many female doctor sessions as we did male. 	
<p>You want to be able to get through to the practice on the phone</p>	<ul style="list-style-type: none"> - We spent over £10,000 upgrading our telephone system. We were able to keep the same phone number and have 20 dedicated lines coming in to the practice. We have let people know that they can call later in the day for a prebookable appointment but more needs to be done to get this message out to patients. 	<ul style="list-style-type: none"> - The phone lines continue to be overloaded at 8am. It seems the message that appointments can be prebooked at any time has not got through to many patients as lots of people still think they can only book on the day and have to call at 8 am - We have agreed to change the message on the telephones to let patients know that they should only call between 8am and 9am if they need to be seen that day. They can call after 9am for any other reason.
<p>You want privacy when talking to receptionists in the waiting room</p>	<p>Unfortunately there are huge limitations to our current building. The reorganisation of the reception desks has made it clearer where patients need to go when they come in to the building but has made it more difficult to have a private conversation with a receptionist. We have put a line on the floor to encourage patients to give each other space for a private conversation but</p>	<p>We have agreed to review the lay out of reception and try to improve the acoustics so that private conversations don't travel so far and create space for private conversations.</p>

	this is not always adhered to.	
--	--------------------------------	--

6. Opening times

You can call the surgery 8am-6.30pm on 0151 625 9171
 The surgery reception is open Monday 8am-6.30pm Tuesday – Friday 7am-6.30pm
 Outside of these times please call 0151 678 8496

7. Extended hours

The practice opens for early morning prebookable appointments from 7am 4 days a week. Each doctor's availability is given below:

Dr	White	Tuesday
Dr	Brown	Tuesday
Dr	Forsdyke	Wednesday
Dr	Jevons-Hurst	Wednesday
Dr	Malpas	Wednesday
Dr	Roche	Wednesday
Dr	Sida	Wednesday
Dr	Parton	Thursday
Dr	Aldwinckle	Thursday
Dr	Smethurst	Thursday
Dr	Wells	Friday