

## 2013/14 Patient Participation Local Participation Report

### Practice Details

Practice	Dr KK Chan & Partner Seven brooks Medical Centre
Completed by	Toni cooper (Mrs.)

### Patient Reference Group (PRG) Profile

Number of face to face members	5	
Number of virtual members	172	
<b>Age &amp; Sex breakdown</b>	<b>Male</b>	<b>Female</b>
Under 16 -		
17 – 24 -	8	10
25 – 34 -	11	15
35 – 44 -	19	37
45 – 54 -	18	23
55 – 64 -	14	11
65 – 74 -	3	3
75 and over -	-	-
<b>Ethnicity</b>		
White	70	98
Mixed	-	-
Asian / Asian British	2	-
Black / Black British	-	-
Chinese / Chinese British	1	1

Other ethnic group	-	-
<b>Employment Status</b>		
Employed	-	-
Unemployed	-	-
Retired	-	-
<i>Other (e.g. no of carers)</i>		
4 Carers		
<b>What the practice did to ensure that the PRG is representative of the practice registered patients</b>		
<p>We invite all new patients to join both the face to face and the virtual group by giving them a pro forma on registration.</p> <p>We have a notice board in reception giving patients information regarding our PPG group which gives details of the next meeting and any other relevant info.</p> <p>The PPG details of our survey are on the web site which we have just update and changes are planned re the retirement of our senior partner.</p> <p>We also ask patients opportunistically would they like to attend the group.</p>		
<b>Groups that are not represented on the PRG and what the practice did to attempt to engage those groups</b>		
As above		

### 2013/14 Priorities

<b>How we identified and agreed with the PRG priorities for 2013/14 to be included in a local practice survey</b>
<p>We met with the patient group in September and during this meeting the group decided that they wanted exactly the same survey giving out as last year and then a comparison would be made of the results.</p>

The group felt that the survey included questions to cover all important areas and that a comparison of results would be useful and gives details of the quality and service that is offered by the practice.

**What these priorities were**

The priority was just to compare survey results from last year and this year as the group felt the questions asked in the survey covered all the areas they were interested in. The original survey was agreed by the group and that the survey would be done in October.

**2013/14 Local Practice Survey**

**How we agreed with the PRG the content of the local practice survey**

During the meeting in September the group agreed that the same survey should be used as the previous year. This would allow continuity and also to benchmark the results.

**How we agreed with the PRG the way in which the survey would be conducted**

It was agreed that the reception staff would hand out 150 surveys in total. It was felt by the group this was the most effective way of getting surveys returned and engaging our patients

**Other methods used to seek the views of registered patients**

We have a notice in reception asking patients for comments or suggestions.

**2013/14 Local Practice Survey Results**

**An overview of the results of the local practice survey is detailed below**



PPG 2013-14.doc



QUESTIONNAIRE  
13.doc

**How we provided the PRG with the opportunity to discuss the findings of the local practice survey**

We held a meeting in Surgery in March 2014 to discuss the results. The documents were sent out to all members of the surgery PPG group prior to this meeting to enable them to look at the results before the meeting.

**How we agreed an action plan with the PRG based on the findings of the local patient survey**

We held a meeting of the PPG and the findings of the survey and the comparison were discussed. An action plan was agreed at this meeting.

**Areas which were highlighted from the findings of the local practice survey where we were unable to take any action and why**

The findings of this survey will change as the new partner who is taking over might have different ways of working and patient's views may change. When Dr Chan & partner are being reviewed and the group felt that after all the major changes that we should run the questionnaire again to see if patient's views remain the same this will be preformed in the Autumn 2014.

Appointments outside core hours-This was discussed in the group and It was noted that we already offer extended hours. And the winter pressure scheme for Nov to March which the CCG as the surgery to do to take the pressure off A&E department. At the moment we are unable to offer any

more appointments outside core hours. It was also noted by the group that this may change in the near future if the plans for 8 to 8 opening 7 days a week are imposed/adopted by general practice.

### **2013/14 Action Plan**

#### **2013/14 Action Plan (and how this relates to the findings of the local practice survey)**

In the meeting the patients acknowledged that we were at an over 90% satisfaction rate in every category so to produce an action plan the comments on the survey were discussed.

The patients also discussed that we should maintain our standards and the high level of satisfaction.

From these discussions the action plan agreed was:-

1. Maintain the high level of satisfaction and service for our patients.
2. To run the survey again late summer to see if we are achieving this with the new partnership.

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<b>Significant changes we have made / plan to make to the services the practice provides</b>
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We have started to collect e-mail address for patients to order their prescription on line and view their records and also book appointments on line.
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<b>How we publicised the local patient survey results and action plan to our registered patients</b>
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We posted the survey on our web site and also made copies available in Surgery.
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<b>Link to practice website where this report and related information can be found</b>
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<a href="http://www.sevenbrooksmedicalcentre.nhs.uk/">http://www.sevenbrooksmedicalcentre.nhs.uk/</a>
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<b>2012/13 Action Plan – overview of progress against last year’s action plan</b>
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Last years we didn’t enter into the Patient Participation Des
We have tried to maintain our high standards and from the comparison we are well above the national average of the GP satisfaction survey of 88% and all our results are above 90% satisfaction.

## Patient Access

<b>Practice Opening Hours</b>
<p style="text-align: center;"><b>Opening Hours</b> Mon, Tues, Thurs, Fri 8.00 am - 6.00 p.m. Wed 8.00 a.m. - 6.00 p.m. <b>Late Night Opening</b> Tues 6.30-8.00 p.m. <b>Early Morning Opening</b> <b>Wed 07.00 – 8.00am.</b> <b>Telephone availability</b> Mon, Tues, Wed Thurs, Fri 8.00 a.m. – 6.00 p.m.</p>
<b>How to access services throughout core hours i.e 8.00am – 6.00pm Monday to Friday</b>
Surgery and the telephones are open from 8 am to 6.00 daily
<b>Extended Hours</b>
We have an extended hours Surgery on Tuesday evening 6.30pm to 8 pm & Wednesday 7am to 8am.