

Athena Medical Centre

Local Patient Participation Report

Introduction

The purpose of this report is to give more details of on-going work by the practice to ensure that patients are involved in decisions about the range and quality of services provided by the practice. The practice aims to promote patient engagement by continuing to use the services of our Patient Reference Group (PRG) and through practice surveys.

As you may be aware, the practice now has an active Patient Group. There was a discussion in a practice meeting regarding the best ways to recruit more members to join the patient group. It was agreed that posters will be displayed in the practice and invitation to join our PRG will be advertised on the practice website and practice newsletter. It was also agreed that the GPs and the Practice Manager will approach patients and invite them to join.

We also agreed to use a range of methods to communicate with the group members in order to make it as assessable and inclusive as possible. Members are encouraged to use any means of communication that is most convenient to them. Methods of communication used by members include face-to face during patient group meetings, face-to-face individually, email or through the practice website.

We continue to advertise and approach patients. We now have a total of 15 members including a newly elected chair person. The practice would like to thank all our Patient Reference Group members for their valued time and feedback.

Profile of members of the Patient Reference Group (PRG)

The practice has a list size of about 5,100 patients with a high Afro-Caribbean population. Other ethnicities represented in the practice population are Caucasians and Asians. There is a small population of patients of Turkish, Eastern European and Chinese origins.

The practice has a below national average elderly population. Only 3.5% of the practice population are 75 years old or over. The highest age range represented in the practice is 20 years – 59 years (67.7% of the practice population). Patients under the age of 16 make up 20% of the practice population. As the practice has a relatively young population, patients with children are relatively high.

There is a mix of employed and unemployed patients registered at the practice. The practice has about 48% male and 52% female patients.

As part of this engagement process, the practice has worked hard to engage registered patients to form a PRG that is representative of the practice population. As agreed at a practice meeting, in addition to putting up posters and advertising on the practice website, GPs and practice staff approached patients individually to ensure that all groups are represented where possible. New patients were also approached by reception staff during registration.

The following groups of registered patients are represented in our current PRG:

- Male
- Female
- Afro-Caribbeans
- Asians
- Caucasians
- 30-54yrs age group
- Over 70s
- Employed
- Unemployed
- Pensioners
- Parents with young children
- Patients with long term conditions

Unfortunately, the practice has been unable to encourage participation from the Chinese and Turkish communities. Patients from these communities did not volunteer to join the group following various adverts in the practice and on the practice website. GPs and the Practice Manager spoke to some of the patients individually but none of the patients were willing to join the group at this time. Some patients were approached by the reception staff at registration but again, this strategy was unsuccessful so far.

There are on-going discussions regarding further strategies that could be deployed to encourage participation.

Update on Last year’s action plan

Priority for action	Proposed changes	Who need to be involved	Progress
Length of waiting time	<ul style="list-style-type: none"> • Visible poster in the waiting area detailing information on waiting time 	Practice staff	Completed
	<ul style="list-style-type: none"> • Catch-up slots to be added to appointment slots where necessary 	Practice Manager	Completed
	<ul style="list-style-type: none"> • Patients with multiple non-urgent problems to book further appointment 	Patients	On-going
	<ul style="list-style-type: none"> • All patients to make separate appointments regardless of age 	Patients	On-going
Privacy and confidentiality	<ul style="list-style-type: none"> • Promote availability of private room for discussion of sensitive issues using posters and word of mouth. 	Reception staff	Completed
	<ul style="list-style-type: none"> • Explore use of hands-free telephone head sets to improve privacy over the phone 	Practice Manager	Completed

Longer opening hours and increased capacity	<ul style="list-style-type: none"> Explore ways of achieving longer opening hours with current resources by consulting staff 	Practice Staff	To be re-visited
Reception staff attitude	<ul style="list-style-type: none"> Staff training 	Practice Manager	Completed
Patient information	<ul style="list-style-type: none"> Display poster summarising available services Review practice leaflet to ensure it has all relevant service information. Re-programme telephone system to include service information 	Practice Manager	Completed
		Practice Manager	Completed
		Practice Manager / telephone company	Completed

Patient Survey

In order to continue to find out the views of patients about our services, the practice carried out another patient survey in December / January 2013/14. At a patient group meeting held in December 2013, the practice asked the group to identify areas of priority to be covered by the local patient survey. Following a detailed discussion, it was agreed that the practice should continue to build on the work from previous years.

The same nationally recognised survey tool – Improving Practice Questionnaire (IPQ) used last year was therefore used to carry out the survey. The collation and analysis of the survey results were outsourced to CFEP UK Surveys. Extensive published studies have established that the IPQ is a reliable and a sensitive tool for accurately measuring patient satisfaction in various areas.

Notices were put up in reception and patient awareness leaflets were given to patients advertising the patient survey. Patients who attended the practice for appointments during the three-week survey period were offered questionnaires.

210 questionnaires were given out, 172 patients returned their questionnaires. The practice would like to thank all the patients that participated in the survey.

Once the survey results were received from CFEP UK Surveys, they were sent out to the PRG members. PRG members were then invited to a meeting at the practice to discuss the findings. Members who stated that they could not attend, were encouraged to communicate their comments by email, telephone or face-to-face to the Practice Manager. Summary of the results and statistical evidence are included in the appendices (Patient Feedback 2014).

Survey results

Practice staff and Patient Group members looked at the results as a whole on 26th February 2014 including written patient comments to obtain a complete picture of practice performance. It was noted that 76% of respondents rated the practice as good, very good or excellent. This figure was the same last year.

The practice scored highest in questions regarding respect shown, confidence in ability and warmth of greeting. Areas with the lowest scores included questions regarding length of waiting time, ability to speak to a practitioner on the phone, ability to see a practitioner within 48 hours and complaints/compliments.

Following a detailed discussion, it was agreed that the practice will concentrate efforts on three areas that require improvement. Consideration was given to national benchmark scores in choosing the areas of improvement.

Although, the practice had the least score in length of waiting time, a decision was made not to include this area. This is because the practice has already put a few measures in place and these measures are still being monitored.

The following areas were agreed as areas that require some action for improvement: ability to speak to a practitioner on the phone, complaints / compliments and reminder systems.

Summary of action plan

Priority for action	Proposed changes	Who need to be involved	What is an achievable time frame
Ability to speak to a practitioner on the phone	<ul style="list-style-type: none"> Carry out a survey to determine the difficulties faced by patients when trying to use this service. 	Practice Manager	4 months
	<ul style="list-style-type: none"> Address any issues identified from the survey 	Practice	6 months
Complaints / compliments	<ul style="list-style-type: none"> Provide complaints / compliments box in the waiting area. 	Practice Manager	3 months
	<ul style="list-style-type: none"> Encourage patients to leave complaints, compliments and suggestions in the box. 	Reception staff	Continuous
Reminder systems	<ul style="list-style-type: none"> Update patient mobile numbers each time they attend to increase the text reminder coverage. 	Practice Staff	Continuous

Practice Opening Hours

	Morning	Afternoon
Monday	9:00 am - 1:00 pm	3:30 pm - 6:30 pm
Tuesday	9:00 am - 1:00 pm	3:30 pm - 6:30 pm
Wednesday	9:00 am - 1:00 pm	3:30 pm - 6:30 pm
Thursday	9:00 am - 1:00 pm	<i>closed</i>
Friday	9:00 am - 1:00 pm	3:30 pm - 6:30 pm
Weekend	<i>closed</i>	<i>closed</i>

To make an appointment, patients can call in or telephone reception. Appointments can also be booked online. Please speak to a member of staff if you would like to register for online access. A separate appointment is needed for each patient to be seen. Routine appointments can be booked up to one month in advance.

Patients can see a doctor every Monday from 6.30pm to 7.45pm or the Practice Nurse every Monday from 6.30pm to 8pm by appointment only.

Patients are advised to telephone the practice at 9:00am or call in at 9:00am on any weekday to see the doctor on the same day. The practice phone is switched over to the out-of-hours service when the surgery is closed during the day and at 6.30pm every day; except Thursdays when it is switched over at 1pm.

The practice no longer accepts telephone order for repeat prescriptions. To order repeat prescription, patients are advised to order in person, fax their request, post their request, register with a local pharmacy or order online. Please speak to a member of staff if you would like to register for online prescription ordering.

The prescription will be ready for collection 48 hours later. Prescriptions can be posted by practice staff if a stamped SAE is provided with the order.

All other services are available by contacting the reception in the practice or on the phone. Details of all the services provided by the practice and how to access them are available on the practice website and practice leaflet.