



## **EVELYN MEDICAL CENTRE PATIENT PARTICIPATION REPORT 2013/14**

**Practice Code:**

C81092

**Practice Name:**

Evelyn Medical Centre

### **An introduction to our practice and our Patient Reference Group (PRG)**

**Our Patient Group is made up of volunteers who meet bi-monthly to discuss matters and issues arising from patient experience and also locality health issues. The group is currently made up of over 40's, it has proven really difficult to recruit younger members to the group as they have other commitments but we are still trying to this via word of mouth, newsletters and facebook.**

**All our members are registered patients.**

**The purpose of the group is to discuss views and ideas and also the group is encouraged to bring ideas to the group meetings. Most of this is done by listening to our patients and by members talking to patients in the community and bringing ideas back to the group.**

**The group started in 2006 and has run bi-monthly since that date and continues to run with the practice trying to make the meetings interesting and informative by inviting guest speakers.**

**Members of our group are also active in attending consultative meetings and we have two members attending the North Derbyshire CCG PPG and feeding back to the group.**

## Establishing the Patient Representative Group

This shows how the practice has tried to ensure that the PRG is representative of the wider practice population. Information is provided here on the practice and PRG profile.

	Practice population profile	PRG profile	Difference
<b>Age</b>			
% under 18	15.5%	0%	15.5%
% 18 – 34	13.7%	0%	13.7%
% 35 – 54	24.9%	0.05%	24.85%
% 55 – 74	33.4%	0.06%	33.34%
% 75 and over	12.5%	0.13%	12.37%
<b>Gender</b>			
% Male	49%	0.17%	48.83%
% Female	51%	0.32%	50.68%
<b>Ethnicity</b>			
% White British	97%	15.5%	81.5%
% Mixed white/black Caribbean/African/Asian	0.7%	0%	0.07%
% Black African/Caribbean	0.6%	0%	0.6%
% Asian – Indian/Pakistani/Bangladeshi	0.5%	0%	0.5%
% Chinese	0.5%	0%	0.5%
% Other	0.7%	0%	0.7%

These are the reasons for any differences between the above PRG and Practice profiles:

The majority of the practice population is over 35 and are mainly professionals working outside of the area. The practice is in a rural setting with patients relying on cars for transport. The local bus service is limited although we do provide transport to appointments, the surgery cannot fund the service for meetings.

In addition to the above demographic factors this is how the practice has also taken account of other social factors such as working patterns of patients, levels of unemployment in the area, the number of carers:

The group has discussed the possibility of changing our meetings to different times but the evening session seems to be the most favourable without losing any members of our all-ready established group. With younger patients having children to look after and other school meetings to attend in the evening and most parents working during the day time they are finding it difficult to attend.

This is what we have tried to do to reach groups that are under-represented:

We are advertising around our local area. The group is advertised in the local parishes and magazines through word of mouth from current group members and also from our staff at the medical centre when patients attend appointments. We have a quarterly newsletter where we advertise the group and also dates of the next meetings we also advertise them on facebook.

### **Setting the priorities for the annual patient survey**

This is how the PRG and practice agreed the key priorities for the annual patient survey

Patient Participation Group meeting 15 January 2014; the main discussion was about the Stakeholder meeting and also feedback from the first PPG Locality meeting which a member of the group attended.

We have since had another member who attended the second meeting and wants to also attend regularly, which is good for the group to have two members involved.

We also had a variety of questions for the next survey and the group was asked to feedback prior to the next meeting on the 19 March 2014 so we can load them up ready for the next patient survey and get them published onto the website.

We also discussed that a member of staff was going to have a look at the waiting room displays. Using her skills she is going to re-vamp it slightly to have more up to date health campaigns with designated boards. Keeping it up to date with all the Health Campaigns over the year. The group agreed that this was a good idea.

### **Designing and undertaking the patient survey**

This describes how the questions for the patient survey were chosen, how the survey was conducted with our patients and includes a summary of the results of the survey (full results can be viewed as a separate document)

How the practice and the Patient Reference Group worked together to select the survey questions:

We meet on a bi-monthly basis and at the last meeting we discussed what questions we would like to be on the next survey. Listing our priorities and then letting the group consider and add to and to let me have them back prior to the next meeting which will be held on the 19<sup>th</sup> March to fully decide what questions we would like to see and be answered by our patients for the 2014 survey.

We take great care in ensuring that our questions are representative of our practice population.

How our patient survey was undertaken:

All the reception staff are encouraging patients to complete the survey either before they have their appointment or after. The practice staff themselves embraced the survey's that we have done and took a very active role in the way it is rolled out.

Summary of our patient survey results:

We wanted to know how patients found the surgery and if they would recommend us.

The survey took place between 3<sup>rd</sup> October - 21<sup>st</sup> November and 109 out of 117 surveys were taken from patients attending appointments.

71.56% said they were extremely likely to recommend us

19.27% said they were likely to recommend us

1.83% neither likely or unlikely

1.83% extremely unlikely

3.67 didn't have any opinion either way

Reason given for not recommending us was having to wait too long for their appointment.

### **Analysis of the patient survey and discussion of survey results with the PRG**

This describes how the patient survey results were analysed and discussed with PRG, how the practice and PRG agreed the improvement areas identified from the patient survey results and how the action plan was developed:

How the practice analysed the patient survey results and how these results were discussed with the PRG:

The responses were collected electronically and then analysed by our APM and then these were presented to the PRG for comment and discussion before being displayed for our patients to look at either by our PRG members or in the waiting area.

The key improvement areas which we agreed with the PRG for inclusion in our action plan were:

Although the majority of the patients surveyed indicated that they were happy with the surgery and would recommend us to family and friends we still need to keep a watch on the appointment times and ensure that doctors are giving the best treatment and time to our patients.

We agreed/disagreed about:

We agreed and were happy with the results of the survey

### **ACTION PLAN**

How the practice worked with the PRG to agree the action plan:

We discussed everything that we wanted to do with the survey with the members of the PRG and they agreed with the questions. The next meeting is on the 19<sup>th</sup> March where we will be discussing the next surveys that we are going to run this year.

We identified that there were the following contractual considerations to the agreed actions:

No contractual considerations need to be made.

Copy of agreed action plan is as follows:

<b>Priority improvement area</b> Eg: Appointments, car park, waiting room, opening hours	<b>Proposed action</b>	<b>Responsible person</b>	<b>Timescale</b>	<b>Date completed (for future use)</b>
How likely were patients to recommend our practice	Look at the responses and see if our practice is good	Practice Manager	1.5 months	December 2013
What could we do better next time	If patients were not happy why and what can we do to change that.	Practice Manager	1.5 months	December 2013

### **Review of previous year's actions and achievement**

We have summarised below the actions that were agreed following the patient survey 2012/13 and whether these were successfully completed or are still on-going and (if appropriate) how any have fed into the current year's survey and action plan:

**“You said ..... We did ..... The outcome was .....”**

#### **2012/2013 Survey results action plan.**

- 1. The practice will make a change to the repeat medication calls to be taken after 10.00am and widely publicise this to patients to keep them fully informed. This has been completed and is working well. Keeping morning calls for appointments only.**
- 2. The provision of the TV was one of the recommendation's this is now in place in the waiting room. It also has subtitles which has given positive feedback from our patients.**
- 3. We have been actively promoting the internet for both repeat medication and online appointments. This is working well and feedback from patients is good.**
- 4. We are continuing to develop our facebook page and at present have had 56 likes. This will be looked at more during 2014/2015 to see if it is working.**
- 5. We are getting magazine donations brought in for the surgery through the poster advertising.**

Where there were any disagreements between the practice and the PRG on changes implemented or not implemented from last year's action plan these are detailed below:

**We do not have any disagreements within our PRG as we tend to be more constructive on feedback and if things that have been agreed are not working well, we work together to improve the situation.**

### **Publication of this report and our opening hours**

This is how this report and our practice opening hours have been advertised and circulated:

Reports are displayed in our waiting room for patients to read whilst waiting or to take away with them, it is displayed on our website and they are given out to our PPG group.

The practice publishes opening hours on the website, in our practice leaflet and through various other media including newsletters, parish magazines etc. copy to all new patients.

**Opening times**

These are the practice's current opening times (including details of our extended hours arrangements)

Our Practice opening times are as follows:

Monday 8.00am – 7.30pm

Tuesday – Friday 8.00am – 6.30pm