

Patient Participation Report April 2014-March 2015

The practice has had a working Patient Involvement Group for a number of years and has strived over previous years to increase membership and gain a cross section of the practice population. Steps we have taken to encourage patients to join our group have involved the following:

- Open Evening with posters and information about the group and what we have achieved so far with the help of the members
- Dedicated prominent display with information about the group and how to join.
- Leaflets which we hand out at reception and send out with letters that go out to patients (see enclosed.)
- Newly registered patients are approached at the point of registration
- Newsletters always promote our group
- We approach members personally who we feel would give a true representation of our practice population

Our current group consists of 17 members 6 male and 11 females. Out of these, 6 members are retired; 1 members are disabled; 3 mum/housewife; 7 in employment. The age range is 28 to 80 years of age. We have no ethnic representation, however we have very little in our patient population and we have tried to encourage them to join.

The group is joined by one of the Partners, The Senior Practice Nurse and two Managers.

The groups meets once a quarter and is chaired by one of the patient member so enable the patients to take ownership. It is anticipated with the virtual group that more regular involvement will result.

Agendas are set and minutes are taken and circulated

Priorities of the Group

Priority Area 1

To make the practice a more welcoming and less clinical place. This to include the decoration, seating area and ambiance.

What Actions were taken to address the priority?

1. Assess the budget for this area
2. Take to Partners meeting for further discussion
3. Review the decoration including carpets
4. Review the walls as regards pictures and notices

Result of actions and impact on patients and carers (including how publicised)

- All the downstairs walls and paintwork have been done including the consulting rooms.
- New blinds have been bought for the consulting rooms and bright disposable curtains
- Pictures have been bought and placed on the walls to try and take away the plain walls.
- New flooring has been laid
- Kick boards of haven painted

Outstanding:

- Notice Boards need to be brighter
- Seats recovered pending quotes

Priority Area 2

Make a plan of action to make the reception desk more user friendly for disabled patients as well as patients who are not very tall.

What Actions were taken to address the priority?

1. Assess the budget for this area
2. Take to Partners meeting for further discussion
3. Design a workable plan
4. Get three quotes

Result of actions and impact on patients and carers (including how publicised)

- Partners have agreed the budget
- A plan has been designed
- Awaiting 3 quotes

Priority Area 3

Produce a Leaflet for patients with pathways for self care

What Actions were taken to address the priority?

1. Take to Partners meeting for further discussion
2. Collect all the appropriate information
4. Produce a Leaflet
5. Review at Patient Reference Group

Result of actions and impact on patients and carers (including how publicised)

- A draft leaflet drawn up and presented to the partners for agreement
- Reviewed at the patient reference group in February as to content and layout
- Final leaflet produced and will be available to all patients by end of March

Collate patient views through the use of a survey

It was agreed to carry out a survey on the patient experience during consultations and a further survey on the waiting room experience.

The survey on consultation was carried out during January and produced 54 returns. The survey on the Waiting Room experience is currently still being carried out.

Discussing survey findings

The patient reference group met in February (minutes available) and the results of the survey were discussed

The survey was carried out January 2015 and 54 patients returned a survey form. The majority of patients were completely happy with their consultation. However, 3 patients felt the GP had not gone through all options of treatment; 2 patients felt they had not been involved in decision making and 1 patient felt the GP had not treat them with care and concern..

The group felt that the majority of patients were happy with the survey and the GPs also took on board the comments as a learning experience.

Action Plans

Following on from our discussion an action plan was agreed with the PRG and this was that there be no further need to explore this one.

Trinity Medical Centre A88008

The group agreed no change is needed and no further action as regards the PCT needed to be taken.

Surgery Times For a GP

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|-----------|---------------|--------------|
| Monday | 07:30 – 11:30 | 2:30 – 17:00 |
| Tuesday | 08:15 – 11:30 | 2:30 – 17:00 |
| Wednesday | 08:30 – 11:30 | 2:30 – 17:00 |
| Thursdays | 07:30 – 11:30 | 2:30 – 17:00 |
| Friday | 08:30-11:30 | 2:30 – 17:00 |

Clinics times for Nurse

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|-----------|---------------|--------------|
| Monday | 07:30 – 11:30 | 2:30 – 17:00 |
| Tuesday | 08:15 – 11:30 | 2:30 – 17:00 |
| Wednesday | 08:30 – 11:30 | 2:30 – 17:00 |
| Thursdays | 07:30 – 11:30 | 2:30 – 17:00 |
| Friday | 08:30-11:30 | 2:30 – 17:00 |

Extended hours operate on a Monday and Thursday from 7:30 for both Nurses and GPs