

2013-14 PATIENT PARTICIPATION REPORT

SILVERLOCK MEDICAL CENTRE

A description of the profile of the members of the PRG	There are 24 members in the Silverlock PPG. 14 female and 10 male. 4 (20 - 40 yrs), 9 (40 - 64yrs) & 11 (65 + yrs)
The steps taken to ensure that the PRG is representative of our registered patients and where a category of patients is not represented, the steps we took in an attempt to engage that category	<p>The response to our attempts to get a more representative group was marginally better this year. We utilised IPLATO to send out messages about the PPG and that was quite effective in starting it off.</p> <p>Space has been a constraint for the meetings. In the recent past we have liaised with the Tissington Court housing association and they have agreed to make their hall across the road available if we were to give them sufficient notice.</p> <p>We have actively attempted to make our patient base aware of the Patient Participation Group Meetings and the following best endeavours have been applied:-</p> <ol style="list-style-type: none"> <li>1. Posters in the waiting area and clinical rooms</li> <li>2. Flyers</li> <li>3. Signs encouraging patients to complete a contact form</li> <li>4. Clinicians and Reception staff interacting with patients encouraging them to participate</li> <li>5. Compiling a mailing list and speaking to patients on the telephone encouraging them to join and participate in the meetings. Furthermore in February 2014, AT Medics appointed Professor Ed Rosen, Director of Patient Experience, Engagement and Community Participation. He will be working to increase meaningful patient engagement, participation and to ensure that we deliver services together with our patients in a process of Co-Design. He is joining our senior management team and will require the Silverlock teams co-operation to make the initiatives a success.</li> </ol>
Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey	<p>Collated the responses to the patient survey. Survey compiled with a view to addressing the following:- Premises, Saturday Clinics, Reception area and Customer service training, Continuity of GPs, Appointments / Consultation times, Presentation of information, Online consultations and online appointment booking</p> <ol style="list-style-type: none"> <li>1. Survey compiled after taking a feedback from the PPG with regard to the type of questions to be asked.</li> <li>2. Collated the responses of the patient survey using an online tool (Survey Monkey)</li> <li>3. The following key areas were identified for the feedback:-             <ol style="list-style-type: none"> <li>a. Premises</li> <li>b. Early and late clinics to include Saturday clinics</li> <li>c. Continuity of GPs</li> <li>d. Appointment &amp; consultation times</li> <li>e. Customer service</li> <li>f. Cleanliness</li> <li>g. Online Consultations participation</li> <li>h. Online appointments and Repeat Prescription Management</li> </ol> </li> </ol>
The manner in which we sought to obtain the views of our patients	Survey available to be seen as an online Report on Survey Monkey where we have received a total of 118 responses so far. Questions developed based on feedback from patients and the Patient Participation Group.
Details of the steps taken by the practice to provide an opportunity for the PRG to discuss the contents of the action plan	<ol style="list-style-type: none"> <li>1. We held a PPG meeting on the 25th September 2013.</li> <li>2. We discussed and agreed the priority areas of the contents of the survey and the action plan with the PPG</li> <li>3. We discussed the format of the survey and what the priority areas should be in the action plan, with timescales and agreed Leads</li> </ol>
Details of the action plan setting out how the finding or proposals arising out of the local practice survey can be implemented and, if appropriate, reason why any such findings or proposals should not be implemented.	<p>Please see details below: This provides an update &amp; review on the action plan, which was discussed at our PPG Meeting on 12th March 2014</p>

<p>A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey</p>	<p>Patient Survey;  1. The findings were discussed and agreements reached with the PPG on possible changes to services.  2. Free text comments were also collated looking for key themes and were given the same credence as the numerical results, as patients who have made a comment in the survey have actually thought about their experience at the practice whether good or bad and felt compelled to write about it.</p> <p>Summary  Of the surveys sent out and opportunistic ones taken at the patient waiting area, we received a total of 118 responses. The key findings from the survey were as follows:  1. Premises: Patients were happy to see the full utilisation of the Tissington extension building which has been refurbished and the clinical rooms made functional.</p> <p>2. Phlebotomy services: Patients were happy with the commissioning of this service and keen to see it continue at the surgery</p> <p>3. Well over 90% of the respondents felt that the Reception Team treated patients acceptably, good or in a very good manner.</p> <p>4. Well over 86% of the respondents were satisfied with the range of services being offered at the Surgery.</p> <p>5. About 43% of the respondents would like the Surgery to provide Saturday morning surgeries.</p> <p>6. About 40% of the respondents felt that they were able to see a clinician within 24 hours.</p>
<b>Action Plan</b>	
<p>Changes we intend to take as a consequence of discussions with the Patient Representative Group in respect of the results, findings and proposals arising out of the local practice survey</p>	<p>On the 12th March 2014 PPG Meeting, the practice gave an update and review progress against agreed action plan of the following priorities:</p> <p>Priority 1: Refurbishment of the Tissington Extension to provide additional consulting rooms  This was completed last year and several enhancements have been made and these premises are now routinely used for consultations</p> <p>Priority 2: Phlebotomy Services  This service has been in place since the beginning of the year as a consequence of the strong demand made the year before. This clinic was on offer on most days of the week for the patients and has been quite popular. PPG was informed that both our phlebotomists have decided to move on and we are in the process of recruiting new staff to recommence early next year starting April 2014</p> <p>Priority 3: Increased availability of on the day appointments  We have begun Telephone Appointments on 3 days of the week in the mornings. This has significantly increased our availability of on the day appointments each week.</p> <p>Priority 4: Display comments from Patient Survey  Done</p>
<p>ii. where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2012, has taken on issues and priorities as set out in the Local Patient Participation Report</p>	<p>Areas of Priority from last year's Local Patient Participation Report:  1. Refurbishment of Tissington Court Extension. This has been completed and enhancements carried out as above  2. Phlebotomy Services. This was rolled out fully and provided almost right throughout the year.  3. On the day appointments. On the day appointments have been significantly increased throughout the year. 50% of all appointments available are for booking on the day.</p>
<p>The opening hours of the practice premises and the method of obtaining access to services throughout the core hours and extended hours arrangements (the times at which individual healthcare professionals are accessible to registered patients).</p>	<p>Mon 08:00 - 18:30, Tues: 08:00 - 20:00, Wed: 08:00 - 20:00, Thur 08:00 - 20:00, Fri 08:00 - 18:30 - which is more than our list size capacity for funding.</p>