**Patient Participation Directed Enhanced Service 2013-2014**

**Local Patient Participation Report**

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| **Practice Name: CENTRAL MEDICAL CENTRE**  **Local Patient Participation Report March 2014** | |
| **Introduction** | |
| Central Medical Centre is a purpose built one storey practice premises located near to Coventry city centre.  The practice population is approximately 3660 patients, The population consists of majority of immigrant and migrant population of Asian origin, the prevalence of chronic long term illness is above national prevalence relevant to those populations, of diabetes and Coronary Heart Disease.  The practice area encompasses significant social and economic deprivation, with a significant number of patients whose first language is not English  The practice has one male GP with regular male and female sessional GPs local to the area in support. In last years PMS contract the practice exceed the minimum appointment requirement by 19%  A copy of the report and survey findings can be found at <http://centralmedicalcoventry.gpfusion.co.uk/Home> | |
| **A description of the profile of the Croft members of PRG** | |
| The PRG recruited predominately of Asian patients over the age of 50, the practice is aware that the geographically local population has significant populations of Asian, patients. These patients groups were actively approached at the practice to join the group.  The group meets on a monthly basis and we have a core group of 6 patients and 13 patients within the virtual group.  The core group is made up of:  Male: 5  Female: 1  35-44: 2  45-54:  55-64:1  65-74: 2  75-84: 1  Indian Asian: 4  White British: 2  The virtual Group is made up of a majority Black African, Indian, Pakistani, White & Black Asian, but is represented by patients of White British Ethnic Origin.   |  | | --- | |  |   The practice actively sought to recruit representative groups of patients through face to face invitation at the practice, and when new patients registered, by invitation We have also had recruitment drives on certain weeks. We have also consulted the PPG at each meeting when the next meeting should be to meet needs.  The practice website encompasses Patient Participation Information, the notice board in the practice, patient newsletter publicises the group and invites participation. A dedicated section on the website has been created, including forms to register interest and how to contact the practice if interested.  Steps taken by the practice to ensure that the PRG is representative of its  registered patients:   * Recruitment of members to the group was invited by email, reaching numbers of the patient population * Talking to patients when they come to the practice about the patient participation and ustilising consultations opportunistically to give information * Practice website was continually updated with group meeting dates and information, the “virtual patient group” through the website was emailed monthly. * Local key stakeholder organisations were engaged to seek support and membership, eg. Local community and religious leaders * PRG relevant forms.   Where a category of patients is not represented,   * Local key stakeholder organisations were engaged to seek support and membership, eg local religious community leaders * Practice website was continually updated with group meeting dates and information, the “virtual patient group” through the website was emailed monthly.   Actions to still be completed – in the future to run a campaign to recruit patients to Virtual Patient Group to develop wider consultation.  Possible Production of PRG newsletter that can be sent out to patients | |
| **Agreeing areas of priority with the PRG** | |
| Patient Participation Group Meetings were held monthly at the medical centre  Priorities for the group:   * Communication within the practice – PRG will look at ways of assisting with communication to patients, including introducing information screen in the waiting room, input into website, addressing campaign boards and information boards. * Feedback – PRG to give and review patient experience and agree action points with Central Medical Centre to address. Suggestion box introduced in reception and on website * Group to address main concerns of patients, highest priory involving appointment booking system and help Central Medical Centre address this through survey * How the group will be representative and represent patients at Central Medical Centre, continuously look at increasing involvement from different patient sectors, for example working patients, ethnic minorities, young patients 16-25 range, patients with disabilities, carers, unemployed patients. * Outside influences that can put demands on the Central Medical Centre services, for example local building developments, walk in centres.   Minutes of the meetings are available. | |
| **Collating patient views through the use of survey** | |
| The PRG were consulted in developing a survey to review patients at the Central Medical Centre about;  Appointments.  Telephone Access  Overall satisfaction.  Recommending Central Medical Centre – Friends and Family  Survey was set up and publicised on the practice website, in the surgery.   * Patients who volunteered for “Virtual Patient Group” were emailed to inform them that the survey was now ready to take. * Patients who subscribed to the practice Newsletter were emailed to invite them to complete the survey. * Survey also distributed in the practice * Practice website invited people to take the survey   Total Number of Responses: 110.  Central Medical Centre  Patient Participation Group Survey 2013-2014 | |
| **Providing the PRG with an opportunity to discuss survey findings and reach agreement with the PRG on changes to services** | |
| A meeting was held with the Patient Participation Group to review the survey findings.  The results of the survey were emailed to the “virtual patient group” through the website inviting comments / discussion  What was discussed and agreed.  Survey Uptake:  Uptake has increased on previous year, due to the engagement with patients within the practice and also due to email and staff well prepared to invite patient to undertake survey. For next years to engage with younger patients and encourage a larger uptake from this group.  Representation:  All ethnic groups were targeted opportunistically. For next year we will look at providing some of the questionnaires in relevant languages according to our patient ethnicities. Staff translated the survey for those patients whose first language was not English and low literacy.  Survey Subject  The survey was to see how patients perceive the surgery and how the surgery services can be improved from a patient view point. 7 key questions were asked of patients.  Ideas and Solutions  It was agreed through feedback and discussion that the practice with the support of the PPG would work on a number of fronts to engage the practice population and practice in ways to improve services offered by the surgery, it was agreed these will include the following themes   * Improving patient information/communication * Look at the patient experience being achieved by the practice * Appointments, 20% of patients were unable to see a doctor the same day or next 2 working days. * Looking at the purpose and interest patients in using systems such as text messaging to remind patients of appointments. * Improving use of online appointments, website information, services on line for patients, as the survey indicated that 78% of patients would like to use online booking and prescriptions. | |
| **Agreed action plan with the PRG and seek PRG agreement to implementing**  **changes** | |
| Patient Participation Action Plan   |  |  |  |  |  | | --- | --- | --- | --- | --- | | Survey Finding | Agreed Action | Action by who | Action by when | Date completed | | Improving the Perception of Central Medical Centre | Increase communication within the practice  \*Increase awareness on induction of new patients of the services available at the practice. Ensure practice gets the right information from patients  \*Produce regular patient news letters - texting and emailing  \*PPG – Produce a newsletter  \* Staff name badges  \* Patients aware of extended hours  \* Extended hours used for patients that cannot get into surgery in working hours for routine appointments  \* Waiting room screen– ensuring communication for patients and information about the services  \* Reception staff training on customer service  \* Quality assurance of telephone calls between patients and reception staff – reviewed and discussion to enhance our telephone communication with patients  \* Consider holding patient events – targeting different groups, health events for diabetes, general information sessions |  |  |  | | Appointments, 20% of patients were unable to see a doctor the same day or next 2 working days.    Improving ease of use of online appointments, website information, services on line for patients, | * Advanced appointments to be on the system 4-6 weeks in advance * A review of appointments being offered . * Increase awareness of online services and help patients to register – look at emailing and texting the details so patients can log on and register * Record more patients email addresses and mobile numbers * Website – Banner to ask patients to update information * Obtain mobile and email addresses on registration * Use newsletters and posters, asking patients to register on line and send in their up to date information * Ensure we still target patients that do not want to use technology * Consider Text reminders to be sent about appointments, vaccinations, * Texts in different languages |  |  |  |   Details of the proposed action plan were published:   * on the practice website * newsletter * in the practice. * Through Virtual Patient Group * Planned through public events in other venues   **Update on Patient Participation Plan 2013**  Central Medical Centre had high A&E attendance rates per 1000 population. The practice under takes review of all A&E attendance records and reviews patients where indicated.  COPD patients are consistently offered “Rescue medication” and plans to avoid attendance and admissions.  The practice has introduced a new appointment system with a balance of prebookable appointments, on the day and telephone consultations. Knowledge and understanding of the appointment system is to be developed over time now.  Since the last survey the practice has employed full time practice nurse hours – to manage all treatment room and Chronic Disease requirements. |
| **Opening Hours** |
| Core Opening Hours: 08.30am to 6.30pm surgery open Monday, Tuesday, Wednesday and Friday  Thursday 08.30 – 1.30pm  Telephone Hours 08.00am to 6.30pm T 02476 6812321  On line EMIS appointment system available 24 hours to book an appointment with a GP  On line prescriptions ordering available via the same EMIS system  Extended Hours Monday, Tuesday and Wednesday 6.30pm to 7.20pm |