

PATIENT REPRESENTATIVE GROUP REPORT – MARCH 2014

PATIENT REPRESENTATIVE GROUP

WHAT IS THE PATIENT REPRESENTATIVE GROUP (PRG)?

Give a brief history of the group – when it was formed, what is its purpose

The PPG has been in existence for several years. Initially, support had been given from the PCT to establish and sustain the group. The practice encourages several ways of involving and engaging with patients with the aim of having a healthy dialogue with the patients it serves. The practice encourages engagement from all its patients in order to discuss any areas of concern, any improvements the patients may feel are needed, and also for the practice to convey its changes in the services it delivers, the accessibility and appointment issues, etc.

PRG AND PRACTICE PROFILE

Give a description of the profile and then show a breakdown of it

Details for your practice population profile should be available through your practice system. Please note if ethnicity totals do not add up to 100% then please show the remaining % in the 'not stated' box

Demonstrating how a Patient Reference Group is Representative		
Practice Population Profile	PRG Profile	Difference
Age		
% Under 16 73%	% Under 16 0.16%	29.84%
% 17-24 15%	% 17-24 0.46%	15.44%
% 25-34 18%	% 25-34 0.73%	19.37%
% 35-44 14%	% 35-44 0.96%	14.24%
% 45-54 9%	% 45-54 1.7%	6.7%
% 55-64	% 55-64	

6%	1.26%	4.54%
% 65-74	% 65-74	
3%	1.7%	1.1%
% 75-84	% 75-84	
3%	0.86%	1.94%
% 85 and Over	% 85 and Over	
1%	0%	0.4%
Ethnicity		
White	White	2 Please see note below*
% British Group	% British Group	2
% Irish	% Irish	
Mixed	Mixed	
% White & Black Caribbean	% White & Black Caribbean	39
% White & Black African	% White & Black African	2
% White & Asian	% White & Asian	2
Asian or Asian British	Asian or Asian British	
% Indian	% Indian	11
% Pakistani	% Pakistani	562
% Bangladeshi	% Bangladeshi	54
Black or Black British	Black or Black British	
% Caribbean	% Caribbean	07
% African	% African	35
Chinese or other ethnic group	Chinese or other ethnic group	
% Chinese	% Chinese	04
& any other	& any other	
Not Stated %	Not Stated %	

Gender		
% Male 55.6%	% Male 0.64%	54.96%
% Female 44.4%	% Female 0.54%	43.86%

STEPS TO ENSURE GROUP WAS REPRESENTATIVE/REASONS FOR DIFFERENCE IN GROUP AND PRACTICE PROFILE

The Khattak Memorial surgery holds a patient group meeting on a quarterly basis. Staff advise patients attending for appointments, of the meetings, information regarding meeting dates is displayed on our Well TV. Recently we have begun detailing patient group meetings on all prescriptions to advertise the meeting more widely. The patient group meeting has a fluid membership so that patients are not discouraged from attending and sharing their views. Staff also speak different languages to encourage patients to attend.

Patients of the practice prefer face-to-face contact and are more responsive to this method of communication.

The surgery also has good liaison with the local schools, through offering work experience programmes and younger patients of the surgery are targeted this way.

The surgery also has a lot of new arrivals and newly registered patients who are encouraged to attend. Staff verbally communicate the meeting date and time and also ring patients who have expressed an interest in attending meetings as a reminder a week before the meeting takes place.

Patients, in particular those who have raised concerns or issues with the Practice Manager are all targeted and encouraged to attend to ensure all concerns are taken seriously and an open discussion with the patient group takes place.

Many patients have opted to raise individual points and concerns, however, and all methods of engagement with the practice are encouraged as often a patient group may not meet until several months and certain issues will need remedial action.

***The figures regarding ethnicity breakdown are not wholly accurate due to recording of ethnicity not been prioritised before 2008. All new patients however have their ethnicity recorded and since 2008 patients ethnicity details have tried to be updated.**

PRG FREQUENCY

6 June 2013	Topics discussed: 1. patient issues 2. Patient Event 3. Emis web 4. New premises
4 July 2013	1. MacMillan Value Based Standards – Audit with the Patient Group Members
22 February 2014	1. Care Data 2. Premises Update 3. Patient Survey 4. Patient Issues 5. Action Plan

PRG MEMBERSHIP

Chair: Rotating PPG Chair

GP Dr Iram Khattak

Nurses and Admin Staff

Core Membership of 20 patients

PATIENT SURVEY

AREAS OF PRIORITY & HOW THEY WERE DECIDED

Regular discussions with the PPG members and at PPG meetings, as well as the patient survey, have highlighted some common themes around communicating waiting times, telephone system in terms of getting through, premises restrictions relating to privacy.

SURVEY PROCESS

The survey was carried out over a three month period from December 2013 to February 2014.

The results were analysed and are published on the website.

RESULTS

Available on the website: www.khattakmemorialsurgery.co.uk

FUTURE ACTION

Future intention for further involvement and continuous service improvement at the practice is to create a series of ongoing surveys throughout the year, using survey monkey as the tool to capture this.

The practice felt one survey a year does not always allow us to capture the views of a considerable amount of our patients who visit our surgery at times other than the period we run the annual survey.

Our aim is to conduct 4 surveys, where the themes will be agreed with our PPG members, and who will also take a more proactive role in encouraging patients to give feedback.

We are currently in the process of updating our contact details to also include email addresses. All our new registration forms ask for email contact. This will allow us to send out online survey links.

ACTION PLAN

Date	Action	Responsibility	Due	Progress
22.2.2014	Communication to patients if any clinic is running late	Receptionists	Ongoing	In progress
22.2.2014	Triage system to prioritise working people as the PPG felt that those who were working and needed to be seen on the day could not be seen.	Receptionists	On-going	In Progress
22.2.2014	Confidentiality – Given the restriction of premises it was suggested that the radio is put on in the background to drown out some of the patient conversations taking place at reception.	Naila Ahmed	April 2014	To be started
22.2.2014	Call Waiting system for telephone (this was an ongoing action from the previous meeting) so patients know which position in the queue they are in. Many	Naila Ahmed	August 2014	In progress

	patients are ringing the surgery and lines are busy				
--	---	--	--	--	--

ACCESS

OPENING HOURS

Main Surgery – 58 Benton Road, Sparkbrook, Birmingham, B11 1TX

Monday, Tuesday, Wednesday and Thursday 8.00am to 6.30pm

Branch Surgery – 182 Mansel Road, Small Heath, Birmingham, B10 9NL

Monday to Friday 10.00am to 1.30 pm

EXTENDED HOURS

Extended hours are provided on Friday evenings until 7.30pm.

ACCESS TO SERVICES

Appointments

Our appointment system allows for both on the day appointments as well as advanced bookings with both nurses and Doctors. As we only have the facility of having one Doctor on duty at any one time, it may be difficult to obtain an appointment with a Doctor of your choice especially with on the day appointments.

Our Doctors do, however, take telephone calls after their morning clinics to accommodate those who may not be able to be seen by the Doctor the same day.

Please telephone the surgery for an appointment on 0121 773 4622. All consultations are by appointment only and on the day appointments are strictly by telephone only.

The receptionist will always try to give you an appointment on the day of your choice with the Doctor of your choice. Any patient who needs to see a doctor urgently can do so on the same day but not necessarily with the doctor of your choice.

Home Visits

If you need to see a Doctor and are too ill to travel to the surgery or are housebound, please telephone before 11.00am, (requests for visits made after 11.00am should be for emergencies only).

Nights and Weekends

Medical attention is available for emergencies outside surgery hours and the number to call is 08456018803. If you call the surgery out of hours you will be given this Out-of-hours number to ring. Phoning that number connects you to a call handler at the communications section of Prime care who will take your details. A GP will ring you back to discuss your problem. A home visit may be arranged for you if you are not fit enough to travel.

PUBLICATION OF THE REPORT

The report can be found on the following website www.khattakmemorialsurgery.co.uk

Hard copies will be made available at the practice upon request.