

**Belgrave Medical Centre
PPG DES
Local Patient Participation Report 2012 / 2013**

Establishment of the PPG

The Belgrave Medical Centre Patient Participation Group was established on the 17th June 2008 following a campaign by the practice to recruit members from the registered practice population.

Members were recruited via the use of:

- Waiting Room Poster
- Practice Website
- Personal Invitation for difficult to reach groups (Doctor and Practice Manager)

8 Patients were originally recruited to the group.

Female – aged 60-70 – White British

Male – aged 70-80 – White British

Male – aged 70-80 – White British

Female – aged 70-80 – White British

Male – aged 60-70 – White British

Male – aged 80-90 – White British

Issues addressed during 2012 / 2013

- A new telephone message has been applied to the system at the request of our patients.
- A newsletter produced by the Practice Manager providing information to patients on how best to access certain services. This is placed on chairs in the waiting room.

Priority Issues in 2012 / 2013

Demand for Appointments

Telephone Access

Following some changes within the year, the practice wanted to ensure that the demand for appointments was being met, and that telephone requests for appointments were handled correctly and in accordance with Doctors requirements. Concerns about the way in which appointments were being made, and also the volume of calls received at the practice was discussed with the Patient Group. The Group shared the practice's concerns and felt that both areas were of equally high importance to the practice and its patients.

Survey Summary

The Patient Group felt that information from the Doctors themselves on how they would like appointments to be made should be sought in order that the correct message may be relayed to the patient population generally. This information was obtained by the Practice Manager on behalf of the Patient Group and fed back at the quarterly meeting.

The Patient Group requested that a data collection exercise and survey of the number of calls being received by the practice would be helpful in assessing the various nature of the incoming calls, and whether the number of lines being answered at any one time was in fact adequate. It was acknowledged that there had been a longer delay than previously in calls being answered by the Receptionist.

Patient Group Discussion 1

Feedback from the Doctors showed that a lack of information about the nature of the request for appointment was being obtained by the Receptionists. The Patient Group felt that asking patients the reason for their visit to the Doctor may be met with resistance from some patients whose reason for an appointment may be of a private nature. The Group designed and worded an information leaflet for patients, as well as a script for the Receptionists, which they felt was an acceptable way to ask patients for more information to enable them to book an appropriately timed appointment with the correct professional within the practice. These leaflets are available at the Reception Desk.

Patient Group Discussion 2

A data collection exercise of the number and nature of calls made to the practice for one week was undertaken by a member of the practice team.

A total of 1695 calls were taken, 44% of which were for appointments. The other 66% of incoming calls were to speak to Doctors / Nurses / Pharmacist, visit requests etc. 15% of calls were requests for repeat prescriptions, which are not permitted to be ordered by telephone.

An additional member of staff was assigned to answer a further telephone line at peak times (during surgery).

A system upgrade is currently being investigated to enable an appointments line to be put into place and operated by a designated member of the reception team.

The Practice and the Patient Participation Group will continue to address issues in partnership for the benefit of the practice and its patients.