

# PATIENT PARTICIPATION REPORT

## 2013/14

**Practice Code:**

C84127

**Practice Name:**

RIVERBANK MEDICAL SERVICES

### An introduction to our practice and our Patient Reference Group (PRG)

The practice is semi rural based at Warsop Health Centre with just over 4,000 patients. The community is fairly small and very friendly and we have excellent relationships with our patients and colleagues

We are a two GP Practice. Dr Anil Kaistha had been with the practice over ten years, and is particularly keen on Minor Surgery. Our new female GP Dr Shamila Somasundram joined the practice in 2012.

We moved into our new two storey building in November 2007 and have very modern up to date facilities including a purpose built Minor operation suite on the first floor. The car parking is now extensive.

We have an enthusiastic and experienced practice team supporting our GPs. The practice has achieved consistently high ratings when assessed for the quality of services provided.

We have a proactive patient participation group which was established about 10 years ago and is very successful in that we all, as a group, benefit from the 2 way feedback. The group fund raises very successfully for equipment for the benefit of patients and they produce our quarterly newsletter and patient leaflet.

### Establishing the Patient Representative Group

This shows how the practice has tried to ensure that the PRG is representative of the wider practice population. Information is provided here on the practice and PRG profile.

4029	Practice population profile	PRG profile	Difference
<b>Age</b>			
% under 18	20.00%	Nil	
% 18 – 34	21.00%	Nil	
% 35 – 54	26.5%	7.00%	
% 55 – 74	23.00%	60%	
% 75 and over	9.00%	33.00%	
<b>Gender</b>			
% Male	49%	50	
% Female	51%	50	
<b>Ethnicity</b>			
% White British	All ethnicities not yet recorded so statistics available are unreliable		
% Mixed white/black Caribbean/African/Asian	As above		
% Black African/Caribbean	As above		
% Asian – Indian/Pakistani/Bangladeshi	As above		
% Chinese	As above		
% Other	As above		

These are the reasons for any differences between the above PRG and Practice profiles:

Our PRG group is open to all nationalities, ages and sexes and would benefit from the input of a wide range of members. There are no differences between sexes and to date all nationalities are not yet recorded.

In addition to the above demographic factors this is how the practice has also taken account of other social factors such as working patterns of patients, levels of unemployment in the area, the number of carers:

The PRG are considering meetings on late opening evening to enable patients who work, and carers the opportunity to attend.

This is what we have tried to do to reach groups that are under-represented:

Notices in Waiting Room  
Article in quarterly newsletter

### **Setting the priorities for the annual patient survey**

This is how the PRG and practice agreed the key priorities for the annual patient survey

Previous PRG surveys had focused on facilities available and the concept and usefulness of a PRG

The PRG decided to run a survey based on services provided, as in standard IPQ surveys, to establish whether the practice was maintaining its previous high standard.

### **Designing and undertaking the patient survey**

This describes how the questions for the patient survey were chosen, how the survey was conducted with our patients and includes a summary of the results of the survey (full results can be viewed as a separate document)

How the practice and the Patient Reference Group worked together to select the survey questions:

The PRG based their selection of questions on survey questions of previous years IPQ as these provide a comprehensive selection of questions.

How our patient survey was undertaken:

PRG member handed out questionnaires in practice

Summary of our patient survey results:

The overall survey showed quite high results but some areas had a score very slightly below expected.

The comments made by patients were overwhelmingly positive and complementary.

### **Analysis of the patient survey and discussion of survey results with the PRG**

This describe how the patient survey results were analysed and discussed with PRG, how the practice and PRG agreed the improvement areas identified from the patient survey results and how the action plan was developed:

How the practice analysed the patient survey results and how these results were discussed with the PRG:

Meeting held on 10<sup>th</sup> February to discuss results and actions for practice plan were identified. . It was felt that overall the survey reflected the national average in most cases and was above in others.

The comments made by patients from this survey formed a large part of the discussion and the vast majority were of a very complimentary nature but it was felt that the practice could easily address some of the negative comments. This will also be discussed at the next practice meeting.

The key improvement areas which we agreed with the PRG for inclusion in our action plan were:

One area was practice staff representation.

Reminder systems.

Appointments within 24/48 hrs and longer opening hours.

These were largely based on the very few negative comments received.

We agreed/disagreed about:

It was agreed that Saturday opening hours were not currently an option and the practice does offer extended evening hours.

### **ACTION PLAN**

How the practice worked with the PRG to agree the action plan:

A discussion was had with the group members and practice manager and it was agreed that the issue concerning staff asking patients why they wished to see the GP was unacceptable and training might be the issue here.

Appointments 24/48 hour. Currently we have 10 appointments embargoed daily for this purpose. Audit appointment systems to ensure availability and that these were being used appropriately.

The text messaging reminder system could be improved. The group agreed that they would be willing to assist in the advertising of the service to inform the patient that the practice requires consent to implement this.

We identified that there were the following contractual considerations to the agreed actions:				
None				
Copy of agreed action plan is as follows				
Priority improvement area Eg: Appointments, car park, waiting room, opening hours	Proposed action	Responsible person	Timescale	Date completed (for future use)
Reminder system	To continue to gain consents for reminder text messaging	PPG to assist in promotion of the service	Ongoing	
To see practitioner within 48 hrs.	Audit the appropriate usage of the 24/48 hour appointments.	Philippa Hutchinson PM	3 months	
Retraining for staff regarding the appropriate handling of appointment requests	PM to interview all staff regarding their approach to offering appointments to ensure patients are not asked the reason for the request.	Philippa Hutchinson PM	1 month	

<p><b>Review of previous year's actions and achievement</b></p> <p>We have summarised below the actions that were agreed following the patient survey 2012/13 and whether these were successfully completed or are still on-going and (if appropriate) how any have fed into the current year's survey and action plan:</p>
<p style="text-align: center;"><b>“You said ..... We did ..... The outcome was .....”</b></p> <p style="text-align: center;"><b>You said ....To further highlight the existence of PRG as we had no new recruits to PRG in last 1 year despite 50% of patients being aware of its existence</b></p> <p><b>We did.....Make the group more accessible on a less formal basis than joining PRG members to hold an open access session on Wednesday morning every week for patients. This hopefully will enable the group to assess the main areas for improvement to practice services from the patient perspective to assist with future practice planning.</b></p> <p><b>The outcome was.....An office was given over for the use of the PRG and a member attended every Wednesday for 3 months but not a single patient accessed the group despite the advertisements in quarterly newsletters and on posters in the waiting room.</b></p> <p><b>The group however have secured new members despite this.</b></p> <p><b>You also said..... you would be amenable to the idea of having healthcare specialists in Cardiology, Dermatology, Orthopaedics, Paediatrics and long term conditions to give talks in the practice setting to groups of patients .</b></p>

The outcome was .....Unfortunately due to extensive ill health among members and staff we were not able to facilitate this but would like to roll this over into 2014 as we are still enthused to do this and it scored highly in our survey

However we did finally achieve another success from the 2011/12 survey by having the seats in the waiting room turned to face the reception.

Where there were any disagreements between the practice and the PRG on changes implemented or not implemented from last year's action plan these are detailed below:

**None. It was felt the approach should be, if at first you don't succeed, try again.**

### Publication of this report and our opening hours

This is how this report and our practice opening hours have been advertised and circulated:

Practice Website  
Practice PRG Newsletter

### Opening times

These are the practice's current opening times (including details of our extended hours arrangements)

***OPENING TIMES***  
***THE HEALTH CENTRE IS OPEN MONDAY—FRIDAY 08.00AM until 6.00 PM***

#### ***SURGERY HOURS***

**ROUTINE APPOINTMENTS 08.50 AM—10.20 AM MONDAY—FRIDAY**

**4.00 PM—5.30PM MONDAY—TUESDAY—WEDNESDAY—FRIDAY**  
**2.00PM—4.00PM MONDAY—TUESDAY—WEDNESDAY—FRIDAY**

**THURSDAY 08.50 AM—10.20 AM NO SURGERY THURSDAY PM**

**SAME DAY APPOINTMENTS 10.30AM—11.00 AM MONDAY—FRIDAY**

**WE OFFER 24 & 48 HOUR APPOINTMENTS**

**On Wednesdays we offer appointments from 18.30—19.30 pm with both the Doctor and the Nurse.**

**TELEPHONE CONSULTATIONS FOR BOTH GP'S AND NURSES ARE AVAILABLE ON REQUEST**

**NURSE CLINICS**

**MONDAY TO FRIDAY BY APPOINTMENT**