

Practice Name: Stockton Heath Medical Centre

Patient Participation Report 2013/14

This report summarises the development and outcomes of the Patient Reference Group (PRG) in 2013/14.

The report contains:

1. A profile of the PRG.
2. Priorities for the 2013/14 patient survey and how they were agreed with the PRG.
3. Method and results of the patient survey.
4. How the survey findings were discussed and changes agreed with the PRG.
5. Details of the Action Plan agreed with the PRG.
6. Confirmation of practice opening times.

1. Profile of the PPG

The PPG has been established since January 2011. Originally members were chosen through GP nominations. In the years since, we ran an audit of the patient population and contacted either by phone or letter 1% to see if they would be interested in joining. We have advertised through PPG board in the Practice/on the website/on prescriptions/we have also sent information to local schools and colleges/through open days at the surgery/articles in local press about the Practice will always have information about how to join the group.

Group size for attending meetings fluctuates between 8 and 15. The virtual (on-line)PPG had a false start and we are currently in the process of getting this back up and running. We have recently carried out a patient survey which requested for people to volunteer to join either the PPG or the virtual PPG. We also have a new page on the website where people can join the vPPG.

There is a dedicated page on the Practice website which has minutes from each PPG meeting.

- 2. Priorities for the survey and how they were agreed with the PRG**
- 3. Method and results of patient survey**

The Group agreed to use the data gathered for Productive General Practice program in June with which they assisted. This data collection covered

access/appointments/prescription/care and has helped to generate the aims for the Practice over the next 18 months:

- Implementing a new appointment system – Dr First.
- Introducing a new process for prescriptions office to make it more efficient.
- Devising a Practice Mission Statement & Statement of Purpose.

The PPG also carried out a further survey in January 2014 - “Improving Patient Experience” and “Improving Communication” aspects of the PPG terms of reference. The survey distributed in the surgery in the week beginning 27th January for 2 weeks with member of the PPG helping out. It was also sent electronically via the website to people who had registered to receive a surgery newsletter.

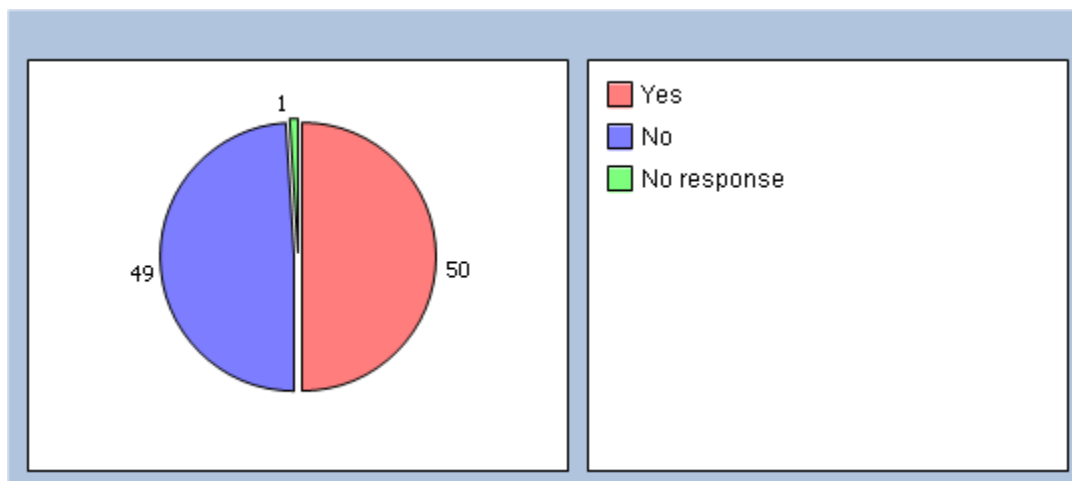
2014 PPG Patient Experience & Communication Survey

1.If you were unhappy with the service provided either clinically or administrative, would you know how to make a complaint to the Practice?

Yes **50%**

No **49%**

No response **1%**

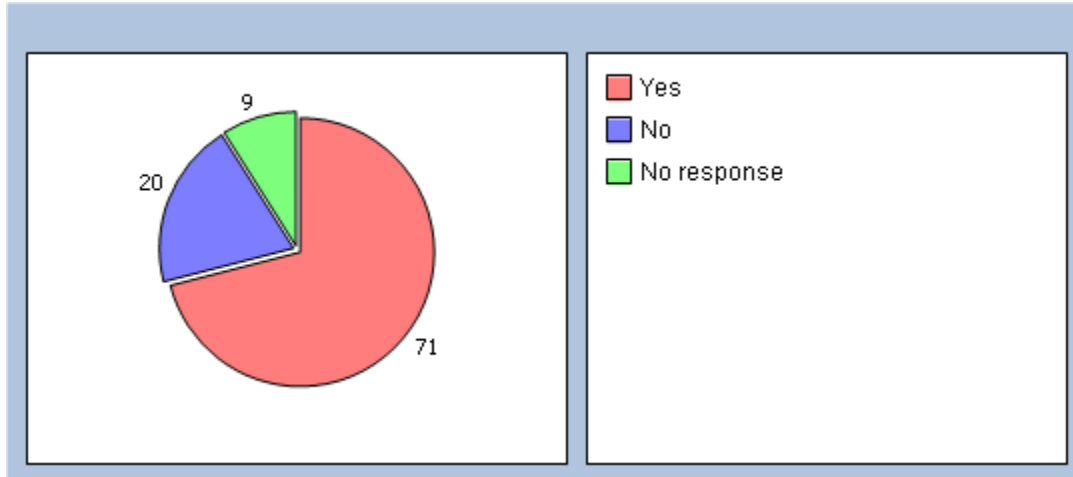


2.Would you feel confident that any concerns raised would be dealt with effectively?

Yes **71%**

No **20%**

No response **9%**

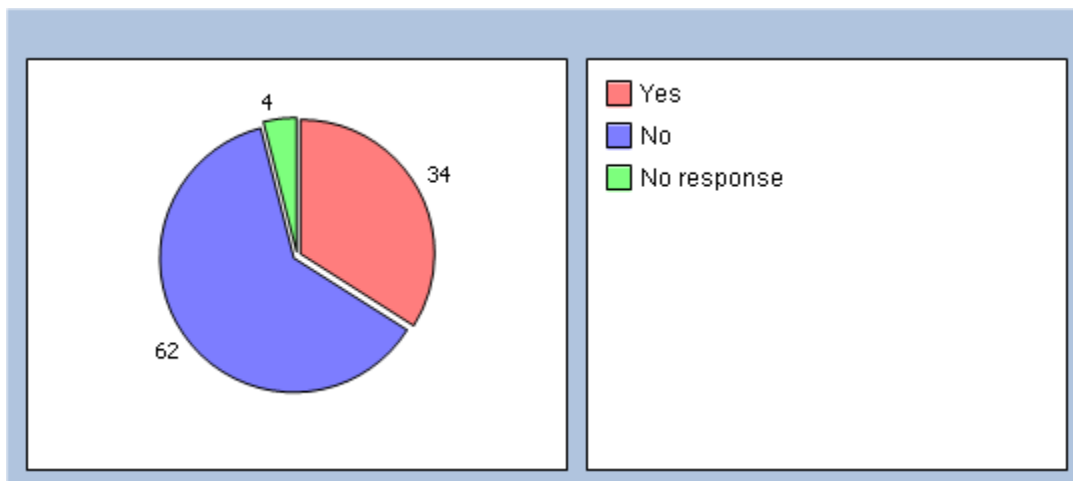


3. Are you aware that you can give the Practice "feedback" or "raise a concern" via our website www.stocktonheathmedicalcentre.co.uk or via email WARCCG.StocktonHeathMC@nhs.met

Yes **34%**

No **62%**

No response **4%**

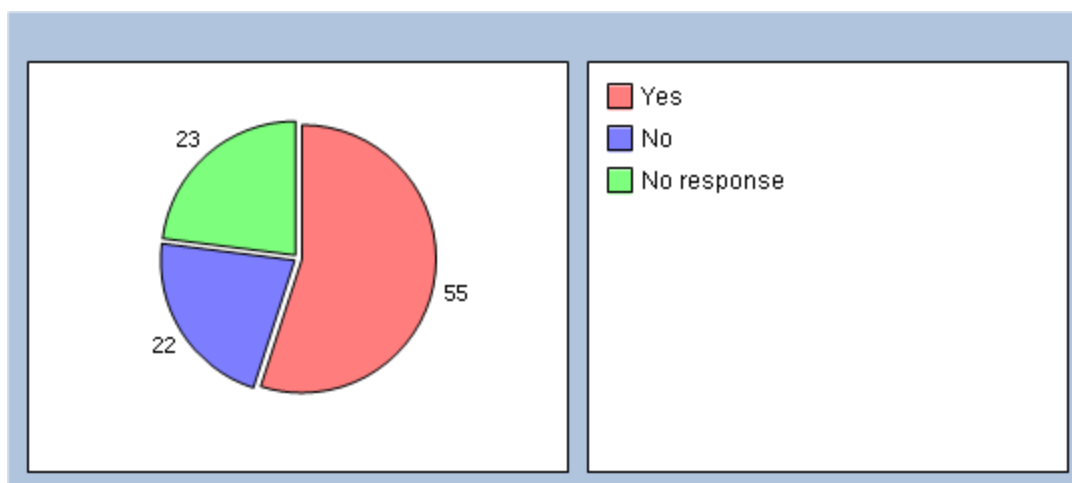


4. Do you feel confident that the Practice listens to and acts upon any comments put forward via the website?

Yes **55%**

No **22%**

No response **23%**



5. Are you aware that the Practice website has information about any changes taking place within the surgery/health information and advice/links to community groups?

Yes **56%**

No **39%**

6. What format do you prefer to use to find out about any changes taking place?

Website **43%**

Posters in the surgery **24%**

Newsletter - paper format **21%**

Newsletter - electronic format **48%**

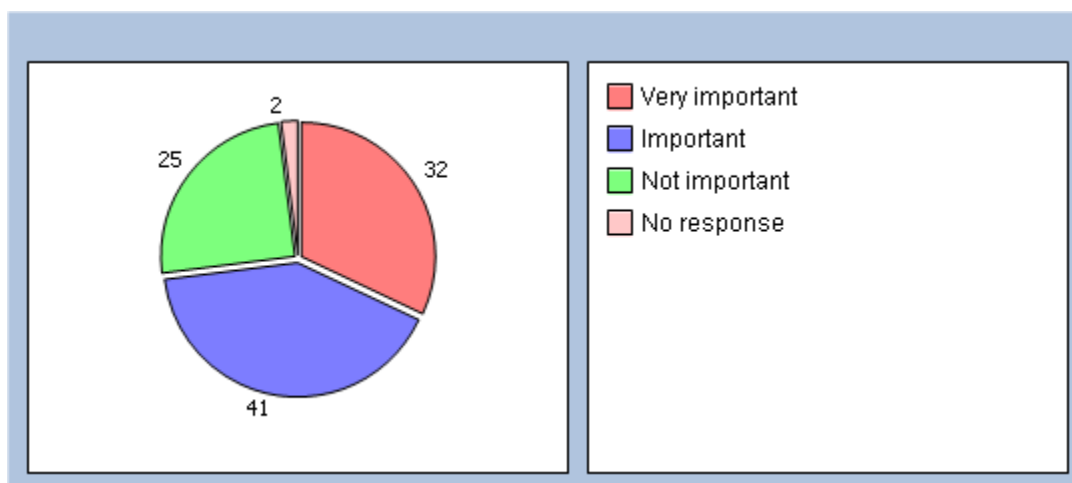
7. How important is it for you to be able to talk privately to a receptionist?

Very important **32%**

Important **41%**

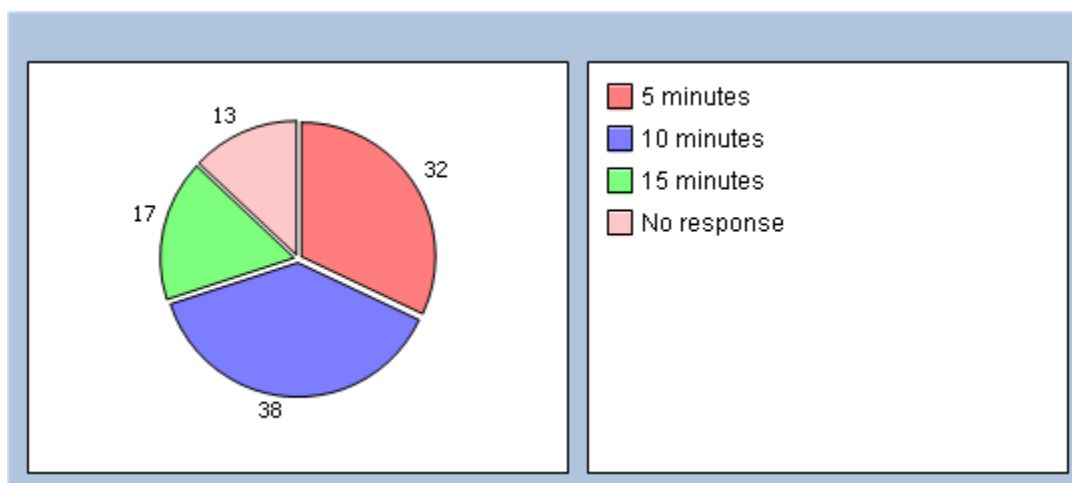
Not important **25%**

No response **2%**



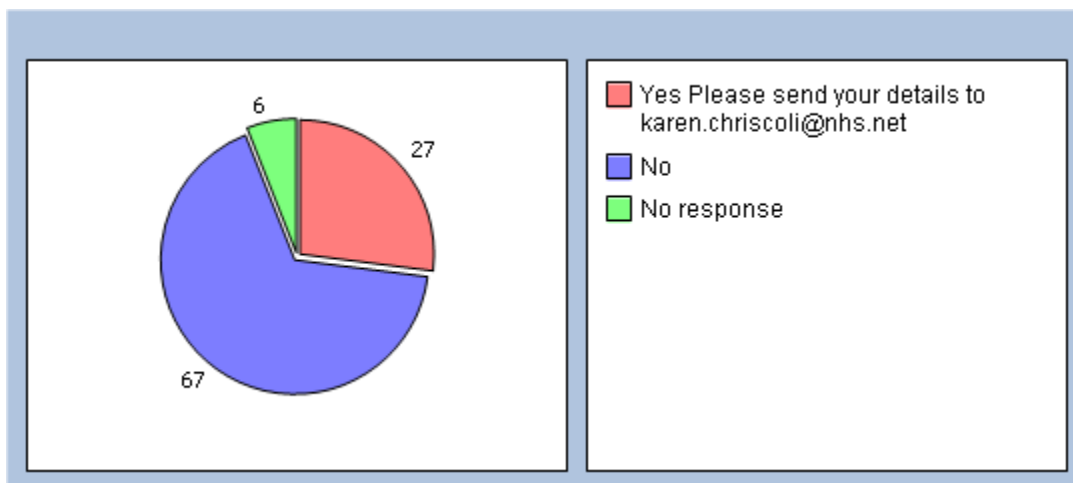
8.The Practice has a small room that the Receptionist can use to enable you to have additional privacy. How long would you be willing to wait so that you could talk privately to the receptionist

- 5 minutes **32%**
- 10 minutes **38%**
- 15 minutes **17%**
- No response **13%**



9.If our Patient Participation Group was to hold "forums" to gather patient opinions, would you attend?

- Yes Please send your details to karen.chriscoli@nhs.net **27%**
- No **67%**
- No response **6%**

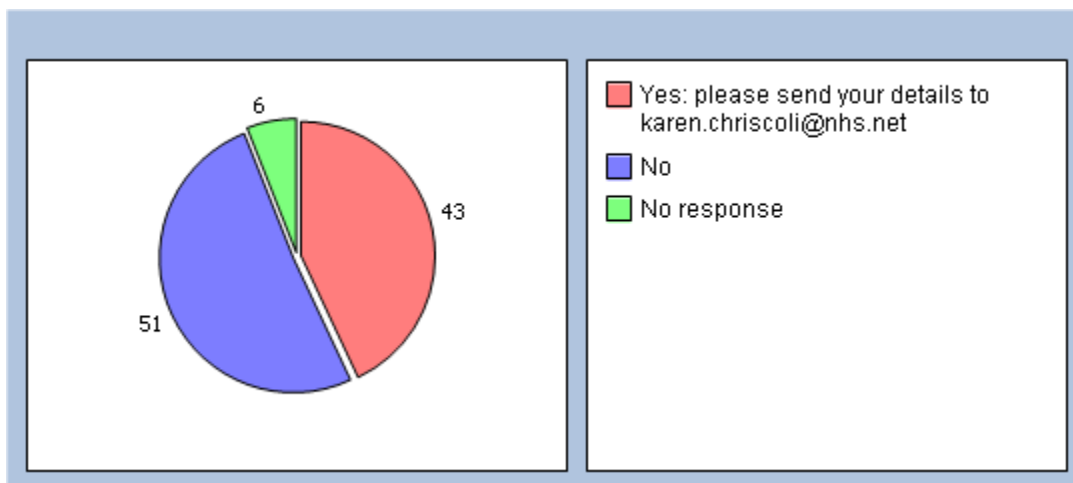


10. We are intending to re-launch our "virtual" Patient Reference Group (an on-line group which would receive questionnaires to help us gather patient opinion on various matters). Would you be interested in joining to help us gain further insight into patient needs?

Yes: please send your details to karen.chriscoli@nhs.net **43%**

No **51%**

No response **6%**



5. Action plan agreed with the PRG – Survey findings were discussed at PPG meeting in February 2014.

| You said... | We did... |
|--|---|
| 73% of patients feel it important to have privacy at the reception desk | <p>We will put up posters asking fellow patients to give space for privacy.</p> <p>We will fix the radio in the reception area to give more background noise to aid privacy.</p> <p>We also have a room to the side of the reception desk for additional privacy – we will put up information about this.</p> |
| <p>Over 60 people said they would like to join the virtual PPG.</p> <p>3 people said they would like to join the PPG</p> | Our Operations Manager will contact them to advise how to register. |
| 49% of respondents said they didn't know how to make a complaint to the Practice | This information can be found on our leaflet, website and on posters around the surgery. |
| 43% would prefer to find out about changes via the website, 24% prefer posters. | We regularly update our website with information and have a dedicated PPG board within the surgery to put information on. |
| 48% would like an electronic newsletter, 21% would like it in paper format. | For the electronic version patients are asked to register through the website. Paper copies will be put on PPG board |

6. Opening times

Reception open: 08.30am to 18.00pm

Telephone access: 08.00am to 18.30pm

7. Extended hours

Alternate Tuesday and Thursday mornings the Practice is open from 7.45am with all clinicians being available for appointments – GP/Nurse Practitioner/Practice Nurse/Assistant Practitioner/HCA to give full access to our services.