

# PARCHMORE MEDICAL CENTRE PATIENT PARTICIPATION REPORT 2013/14



Patient Reference Group aim /mission statement:  
**‘To enable the practice to ‘better serve’ the practice population.’**

## **BACKGROUND**

There has been a well established Patient Participation Group (PPG) since 2004 at Parchmore Medical Centre with a membership of 13 patients. The PPG meets on a monthly basis and has been involved in annual Health Fairs, patient surveys, decisions on the telephone system and interior decoration of the practice premises over the years.

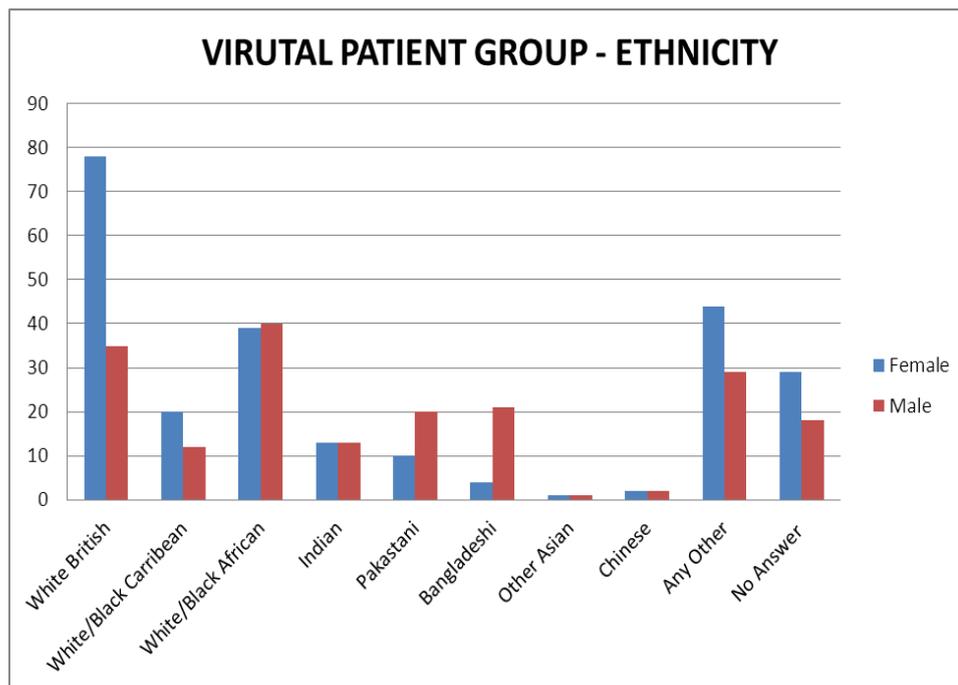
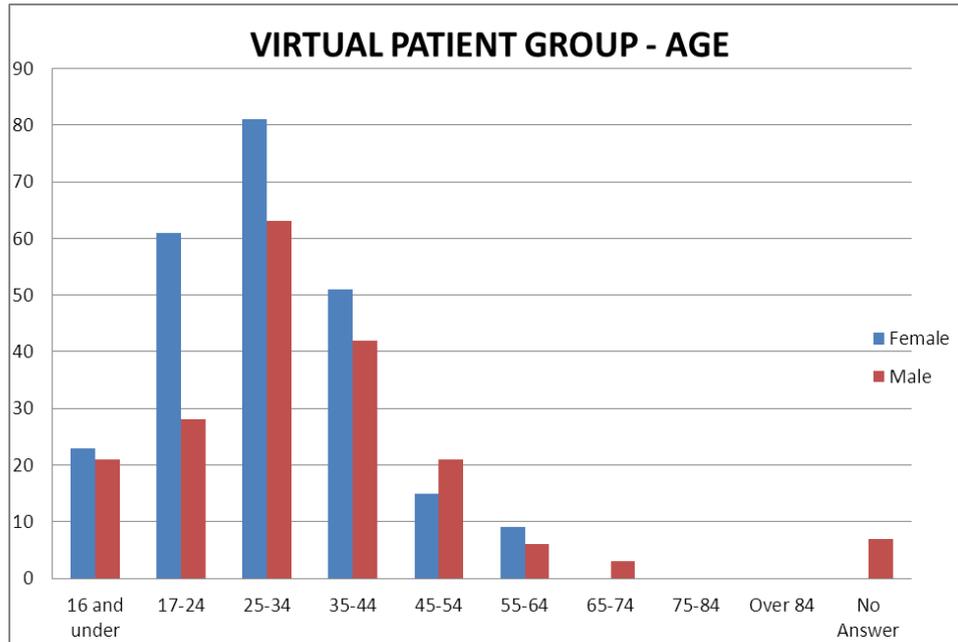
In 2011/12 a review was carried out to ensure that the membership of the PPG was representative of the practice population. The review identified that there was a need to involve younger to middle aged patients, particularly under the age of 35 years and male patients under the age of 55 years. The spread of ethnicity was fairly good but possibly more involvement could be sought from White Irish, Pakistani, Bangladeshi and Chinese patients.

In June 2011 this review was discussed with the PPG and a plan developed to ensure that the PRG was representative of the patients registered:

- To have a combination of a face to face and Virtual PRG
- To develop an e-mail community to become the Virtual PRG
- Publicity campaign – posters, LED display, repeat prescriptions, new patient checks, leaflets for consultations, website.

## VIRTUAL PRG - MARCH 2014

The Virtual PRG membership has grown from 299 in March 2013 to 431 in March 2014. There are also a further 85 members that have signed up and e-mails addresses are awaited.



Both the PPG & Virtual PRG combined as one PRG continue to be representative of the practice population.

## PATIENT PARTICIPATION GROUP (PPG)

During 2013/14, the PPG remained stable with thirteen patient members plus practice representation. The PPG have continued to meet monthly throughout 2013/14 except for the months of August and December 2013.

## 2013/14 PATIENT SURVEY

Two of the core values of Parchmore Medical Centre are to provide good access and also continuity of care for our patients and we are always looking at ways of making our appointment system more efficient so that patients have better access to a doctor or nurse when they require it.

Following feedback from patients, some changes were made to our appointment system in January 2014 to offer more flexibility with a choice of telephone consultations/face to face appointments with a doctor on the day or routine bookable appointments.

It was agreed with the PPG that the patient survey would focus on gaining feedback on patient experience of the revised appointment system.

All virtual PRG members were e-mailed advising that the patient survey was available for completion on the practice website. The survey was also distributed to patients, their parents or carers attending for appointments at the practice for 7 weeks from the end of January 2014.

A total of 485 responses were received which was a good response compared to just 203 responses in the previous year. 170 of these responses were submitted via the practice website. The results were collated and shared with the PPG at the March 2014 meeting and an action plan was agreed.

### SURVEY RESULTS / ACTION PLAN

A full copy of the results can be found at Appendix A.

#### ACTION PLAN FOLLOWING PATIENT SURVEY RESULTS JAN 2014

OBJECTIVE	ACTION	TIMESCALE	LEAD
To improve telephone access and in particular to reduce patient waiting time to speak to a receptionist	<ul style="list-style-type: none"><li>Audit of telephone calls to identify: Number of calls Peak times Number of calls lost Average wait time</li></ul>	1/4/14	KN/JJ
	<ul style="list-style-type: none"><li>Increase staff numbers by an additional member of staff temporarily from 8am until audit and staff review can take place</li></ul>	Immediately	KN/JJ
	<ul style="list-style-type: none"><li>Review of staff levels against call audit</li></ul>	April 2014	TAC/KN /JJ
	<ul style="list-style-type: none"><li>Recruitment of staff where necessary or revision of hours worked</li></ul>	April/May 2014	KN/JJ
	<ul style="list-style-type: none"><li>Review of caller options and diversion of calls for enquiries or to cancel an appointment to other team members</li></ul>	April 2014	KN
	<ul style="list-style-type: none"><li>Review of comfort message with PPG to look at reducing the length, encouraging patients not to hang up and possibly introduce music</li></ul>	April 2014	KN/PPG
	<ul style="list-style-type: none"><li>Set targets and standards with PPG for: Call answering Average wait time Lost calls</li></ul>	April/May 2014	KN/PPG
	<ul style="list-style-type: none"><li>Produce regular monthly call audits to include 'mystery shopper' to monitor performance</li></ul>	Monthly	KN/JJ

<p>To support and continually improve Customer Care</p>	<ul style="list-style-type: none"> <li>• Continued Induction Training for all new staff members together with on-going in-house and external training sessions for reception staff to enhance and support their performance in Customer Care</li> <li>• Invite a PPG member to attend a Reception/Admin Team Meeting to provide feedback from patients</li> <li>• The nature of general practice is unpredictable and some patients may take longer if they have an urgent problem or need to be admitted to hospital. However some basic housekeeping rules will be reinforced: <ul style="list-style-type: none"> <li>➤ Message is put on LED display to apologise &amp; inform patients</li> <li>➤ Patients are informed on arrival</li> </ul> </li> </ul>	<p>Ongoing</p> <p>Monthly</p> <p>Immediately</p>	<p>KN/JJ</p> <p>KN/JJ</p> <p>JJ</p>
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### **PUBLICATION**

A copy of this annual report will published on the practice website in March 2014

- This report will be e-mailed to all the Virtual PRG
- Information will be available in the Patient Newsletter and on posters/displays on the notice boards in the practice waiting rooms
- A copy will also be sent to NHS England