



PATIENT PARTICIPATION REPORT 2013/14

Practice Code:

C81638

Practice Name:

Castle Street Medical Centre

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

Castle Street Medical Centre is a small friendly practice who is committed to providing excellent care to its practice population. The practice recognise the importance of listening and taking into account the views of its patients and are extremely proud of their active, hardworking and enthusiastic PPG with which the Practice has excellent relations. The PPG are a corner stone of this organisation and are involved in the planning of services and in educational events. Some members of the PPG are also very prolific in the wider health community where they offer their views from a patients perspective.

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.

	Practice population profile	PRG profile	Difference
Age			
% under 18	18.5%	0%	18.5%
% 18 – 34	21%	5%	16%
% 35 – 54	29%	34%	5%
% 55 – 74	22.5%	33%	10.5%
% 75 and over	9%	28%	19%
Gender			
% Male	49%	34%	15%
% Female	51%	66%	15%

Ethnicity (Percentage of patients recorded)			
% White British	99%	94.5%	4.5%
% Mixed white/black Caribbean/African/Asian	0.005%	0%	0.005%
% Black African/Caribbean	0.005%	0%	0.005%
% Asian – Indian/Pakistani/Bangladeshi	0.5%	5.5%	5%
% Chinese	0%	0%	0%
% Other	0%	0%	0%
These are the reasons for any differences between the above PRG and Practice profiles:			
<p>The significant difference between our practice population and the PRG profile is the lack of representation from patients under 18. We have tried hard to encourage members from this age group including trying to have closer ties with the local secondary school. We participate in the young inspectors team which means we receive an annual visit from a group of year 9 and 10 pupils who visit the surgery and give us feedback on our facilities and services. This helps the practice see the service we offer from a younger persons perspective.</p>			
<p>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:</p>			
<p>We hold our meetings on the second Tuesday of each month. This regularity helps PPG members to plan their attendance especially if the requirement for carers or transport is an issue. The meetings are held in an evening to help accommodate members of the PPG who work.</p>			
This is what we have tried to do to reach groups that are under-represented:			
<p>As stated above we engage with the younger population through the young inspectors scheme. A member of the PPG is also a school governor and part of the school pastoral support. This enables the group to keep up to date with the current challenges faced by young people. A member of the group is a community nurse and she is able to represent the views and needs of the house bound and nursing home patients. We also have a member of the group who works with learning disability clients and social housing. This diversity within the group helps inform discussions and ensures that we are mindful of the more under represented members of our practice population when planning takes place.</p>			

Setting the priorities for the annual patient survey
This is how the PRG and practice agreed the key priorities for the annual patient survey
<p>We started to discuss the annual survey at the September PPG meeting with a view of rolling out the survey during the flu season when the surgery is extra busy with patients. Areas to be included in the survey were put forward by both the PPG and the Practice during the weekly practice meetings. Taking the information gathered the Practice Manager and the PPG Chair put together the annual survey. This was then ratified by 3 PPG members who checked for its appropriateness,</p>

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 PPG and the practice worked together through meetings to decide the questions for the survey. Last year's survey was also taken into account and questions chosen where previous results showed we needed to improve

How our patient survey was undertaken:

The survey was a paper based survey which was mainly undertaken during the flu clinics. Members of the PPG attended to help promote the survey and also to support patients complete the survey where necessary.

Summary of our patient survey results:

The results have been published on the Practice website www.castlestreetmedicalcentre.co.uk from January 2014.

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:

The results were analysed and presented as bar charts for ease of reference. The results were then discussed at the weekly practice meeting. The results were also distributed by email to the PPG members. The results were presented and reviewed in the February meeting. It was then decided to agenda a significant part of the March meeting to action plan, thus giving members plenty of time for reflection on the results.

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

1. Increase number of later GP appointments specifically for patients who work
2. Increase the phone capacity
3. Improve confidentiality at the reception desk
4. Increase the uptake of patients registered for online access
5. Promote double appointments for patients where necessary to help keep surgeries running on time
6. Set up a PPG table to promote the PPG and also to help disseminate the PPG leaflets and posters

We agreed/disagreed about:

Use of headphones for receptionists when taking phonecalls

ACTION PLAN				
How the practice worked with the PRG to agree the action plan: The Practice worked with the PPG through the monthly meetings to agree the action plan. The action plan was then sent to the Chair for ratification.				
We identified that there were the following contractual considerations to the agreed actions: None identified				
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)
Later Appointments	Reconfigure GP surgeries to allow further late night appointments	Practice Manager	By beginning of April 2014	
Increase Phone Capacity	Change one of the analogue lines to an ISDN line allowing 2 channels for outgoing calls	Practice Manager	By End of April 2014	
Improve Confidentiality	Obtain quotes for screening panels. Investigate use of arrival touchscreen. Try to ensure wherever possible phone calls are taken in the back office.	Practice Manager/PPG Chair	By end of June 2013	
Promote PPG and its work	Set up a table in the reception containing all PPG information	PPG members	As soon as possible	

Review of previous year's actions and achievement
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:
Privacy was raised at the reception. At the time of the survey we were waiting for an extension with a view of reviewing confidentiality once this was completed. We recognise that the issue has not been resolved and action plans (see above) have been put in place to improve this area.
Information requirements. We said we would improve access to patient information within the surgery. We have purchased book racks and sourced a variety of health publications especially around long term condition management and mental health. We are in the process of setting up a resource library so we can loan books to patients. We currently have a stock of 15 books relating to

dementia for loan.

Appointments. Last year there was some dissatisfaction with our appointment system especially when patients could not be seen on the day. We have undertaken significant work around capacity management and this year the survey did not indicate any dissatisfaction in this area.

Working with the Wider Health Community. Last year we identified that the practice could better signpost patients to the wider health community services and the voluntary sector. We undertook a piece of work with Enable who produced on behalf of the practice a community guide listing all available services and their contact details in the Bolsover area.

Website Development. We identified the need to continue to develop the website. This year we have started to include practice policies and protocols on the website.

Patients leaflet. We identified that the patient leaflet required updating and this has now been completed

Parking. The PPG successfully applied for 2 disabled parking bays outside the surgery. After much campaigning these bays have now been passed and will be in place in the coming months.

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 identified

Publication of this report and our opening hours

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

The report will be printed along with the survey and put in our waiting room. The report and opening hours will also be available on our website. The opening hours are also available on NHS choices.

Opening times

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

Monday: 8am-6.30pm
Tuesday 8am-8pm
Wednesday 8am-6.30pm
Thursday 8am-6.30pm
Friday 8am- 6.30pm