

Dr Judith Irving (3470808)
Dr Julia Smith (3663343)
Dr Jim Hacking (4326292)
Dr Jon Rylance (4427708)
Dr Heather Wood (6057905)



Park View Surgery
Haverflatts Lane
MILNTHORPE
Cumbria LA7 7PS
Tel: 015395 63327
Fax: 015395 64059

Branch Surgery – 21 New Street, Carnforth
Tel : 01524 732830 Fax : 01524 720085
www.park-view-surgery.co.uk

Park View Surgery
Patient Forum

REPORT, SURVEY & ACTION PLAN

This report is a summary of the developments and outcomes of our Patient Participation Group, Park View Patient Forum during 2012/13.

This summary contains :

- An update on our Forum
- Questions, priorities of our current Survey
- Results
- Action identified and progress on our previous report.

Update on our Forum

Representation :

Sadly during 2012-13 our patient forum lost our most active and supportive member, Mike Prill, Secretary. Condolences go to his family.

Our practice Nurse who also was an active member of our group has moved onto pastures new.

The loss of these two members of our Forum has stalled our progress during the year. Our Group had asked for a GP to attend a meeting and update on locality events. Dr Judith Irving attended our November meeting. The minutes of our meeting held in November have not been received.

Subsequent meetings have begun to make progress and we have a new Secretary. Minutes are available on our website.

We have recruited two new members to our group during the year and continue to promote our Forum by way of:

- Promotion in waiting areas
- Practice leaflet
- Website
- We are keen for the Forum to grow and would particularly welcome representation from our younger practice population. Please contact the surgery or log onto park-view-surgery.co.uk. Promotion of the Group has been identified as a priority to ensure its continuation and value.

Progress on 2011-12 Survey & 2012-13 Action Plan

Priority for Action	Proposed Changes	Outcome 2011-12
Q1. 42% of patients surveyed had not been offered a tel. consultation. 12% did not know about the service	<ul style="list-style-type: none"> • Improve communication with patients complete • Promote the service 	Access to telephone consultations is increasing and being reviewed in our current action plan Practice leaflet updated
Q2. 9% strongly disagreed with shared care record	<ul style="list-style-type: none"> • What do patients know? 	COMPLETE Leaflet drop by Royal Mail to every household has been completed. 1% of our practice population have responded and opted out of the shared care record. Website updated with patient information leaflet on the SCR
Online Prescriptions	<ul style="list-style-type: none"> • None needed; service available but further promotion required. 	ONGOING.. see current action plan All new patient packs promote service.
Modernisation of branch surgery	<ul style="list-style-type: none"> • Access upstairs 	See current survey action
Email contact with GP	<ul style="list-style-type: none"> • Further investigations with IT 	See current survey action

Survey report 2012-13 and Action Plan 2013-14

Our meeting in November discussed progress during the year and ideas on a future survey.

Our February meeting reviewed our 2011-12 action report and outcomes. The meeting also agreed the ideas for our 2012-13 Survey

The Patient Forum met again on 5th March to discuss the results, issues raised and identify areas the Practice might be able to implement improvements or changes in response to the Survey.

80 surveys at each site were distributed to our patients via reception and in waiting rooms over a period of two weeks. Clinicians were made aware of the questionnaire in an attempt to encourage our patients to complete. The questionnaire was available on our website.

We felt the personal approach would have helped uptake, but we had a disappointing response. All but 15 surveys were given out, with only 17 being completed or partially completed at our branch site, some improvement at our main site with 47 completed or partially completed. The questionnaires were collated by the Practice Manager.

In an attempt to make the responses more meaningful, the results were combined for the purpose of the report.

To view our questionnaire and results in detail please follow the link below this report on our web page.

Analysis of patient representation in completed questionnaires :

Males : 18 Females : 32

Age Group	Under 16		17 - 14	3
	25 - 34	2	35 - 44	5
	45 - 54	10	55 - 64	11
	65 - 74	14	75 - 84	7
	Over 84	2		

The following areas were identified for action during 2013-14 and further development from the discussions at our March meeting and building on our 2011-12 report.

Priority for Action	Action required	Timescales
<p><u>2011-12</u> <u>Promoting our group & services</u> The meeting felt this was still to be addressed from last year; in particular website & online prescriptions. Meeting dates to be organised and promoted in advance Patient Forum notice board</p>	<ul style="list-style-type: none"> • Television Screens; promoting our services, patient forum and appropriate use of services both within practice and outside. • Contact to local Parish Councils • Notice board • Future meeting dates organised for May 23rd & July 8th 	<p>Discuss support from locality</p> <p>MAY 2013</p> <p>MAY 2013</p> <p>COMPLETE</p>
<p>2012-13 survey <u>Q 1 Premises:</u> The meeting discussed ways in which our branch site could improve confidentiality, reduce clutter in waiting rooms at both sites and improve décor at our main site.</p>	<ul style="list-style-type: none"> • Notices to be renewed to respect confidentiality particularly at our branch site. Potential re design has previously been considered. • Introduce a respect barrier • Introduce more leaflet holders to minimise clutter • Quotes for re decoration 	<p>JUNE 2013</p> <p>JUNE 2013</p> <p>JUNE 2013</p> <p>ONGOING</p>
<p><u>Q2 : Communication</u> The meeting discussed the responses in regard to <u>email</u> and concern in regard to managing workload. The meeting agreed telephone access from last year had been a success, but more work needed on appropriateness of use.</p>	<ul style="list-style-type: none"> • Promotion of <u>telephone access</u> to include what is appropriate for the service. Audit work incorporated into practice workload management • <u>Email access</u> - discuss within workforce planning and managing workload 	<p>JUNE 2013</p> <p>ONGOING</p>
<p><u>Q3 : Website</u> Meeting agreed further promotion needed. Change in IT systems recently had caused problems. Confusion as to which site to collect prescriptions had also been raised.</p>	<ul style="list-style-type: none"> • Promote on television screens in waiting areas • Ensure all correspondence / leaflets up to date • Contact website host to reflect choice of site to collect prescription. 	<p>See Q1</p> <p>MAY 2013</p> <p>MAY 2013</p>
<p><u>Q 4 : Appointment Times</u> At the time of our meeting the full analysis of appointment times had not been collated.</p>	<ul style="list-style-type: none"> • Agenda for next Forum meeting • Consider extended access 	<p>MAY23rd meeting</p>

In Summary :

The current year has started with promise for our Group, with an appointment of our Secretary, two new members joining our Forum and improved planning of our meetings. Our Survey response was disappointing. This coming year's survey must have a different approach in an attempt to engage a wider practice population and make the analysis more meaningful and valid, particularly important when considering our action plan.

The comments received overall were favourable and offered, if limited, interesting feedback. We feel we have something to go on. I would hope to achieve our actions throughout the forthcoming year. Ongoing support and involvement will be welcomed.

A full analysis of the survey and results is available on our website and will be promoted on our Patient Forum Notice Board at both our sites. The Practice Team have also been circulated the results and will be discussed at our Protected Learning Afternoon Meeting over the coming months.

Thank you to our Forum members and to our Patients for their ongoing support.