**Newlands Medical Centre**

2021-2022

**Patient Reference Group Annual Report**

**Cutajar Maria**

PATIENT FOCUS GROUP REPORT FOR PERIOD APRIL 20- MARCH 2021

NEWLANDS MEDICAL CENTRE

BOROUGH ROAD

MIDDLESBROUGH TS1 3RX

**Group Profile**

We value the opinions of all of our patients and have been actively trying to recruit members onto our patient reference group, either virtual or physical.

We keep a register of patients on our virtual group to our contact lists and we now have an established, active group who are representative of all ages in the practice.

Our profile in March 2022

Young - Aged less than 40 years

Single Parents

Ethnic Minority Group

Unemployed

Disabled

Retired patients

Patients in their teens

Patients with a Learning Disability

Patient Reference Group Distribution Report

PPG & Survey Results Report

 The Patient group comprises 41 members - current list size 10,346

1.3.2022

 Gender



Ethnicity



Age



Attendance



During the Covid -19 Pandemic – it was decided to still go-ahead with our Patient Focus Group meetings which we carried out through via zoom 2021-2022 which was very successful and very productive. The PFG group set out 25 questions from 2021-2022 Patient satisfaction survey. It was agreed to carry these questions forward for the 2021/2022. In addition, the PFG was agreed to add two further questions to the survey around video consultation and econsult. We decided to give these out to the patients that attended and some over the telephone consultation.

1. How do you rate our eConsult service?
2. How do you rate our video consult service and Econsult?

**These two questions have been added onto the questionnaire**

**Survey Methodology**

Patients were given surveys in the waiting room and returned them to the practice.

Methodology was agreed at the PFG meeting in 2021

Patient survey was undertaken on paper by giving out surveys in the waiting room/ via the telephone

Group agreed the survey rate of 25 per GP/ Nurses/ HCA'a was adequate for 2021

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| **Questions Asked** **Patient Satisfaction Survey 2021-2022** |
| How are your requests handled by the reception team? |
| How quickly can you get an appointment with ANY |
| Doctor or Nurse? |
| How quickly can you get an appointment with the  |
| Doctor of YOUR choice? |
| How quickly are you seen in relation to your |
| appointment time? |
| How easily can you get through on the phone normally |
| How easily can you get advice from the doctor or |
| Nurse on the phone? |
| How easily can you get a home visit if required? |
| How do you rate the available times of appointments? |
| (Currently 7.40am – 5.00pm? |
| how do you rate our texting reminder service |
| When you saw the doctor or nurse, how thoroughly |
| Did they listen to your symptoms? |
| When you saw the doctor or nurse, how well did |
| They put you at ease if you needed to be examined? |
| If you needed investigations in the Surgery (blood, ecg |
| Swabs), how quickly was this arranged? |
| If you needed a SECOND opinion or another |
| procedure by someone in the surgery, how quickly |
| Was this arranged? |
| If you needed referral to a specialist, how efficiently did |
| The secretary deal with your letter? |
| How well did the doctor or nurse explain the cause of  |
| Your symptoms? |
| How well did the doctor or nurse deal with your worries |
| Or concerns? |
| How approachable was the doctor or nurse to discuss |
| Any problem you may have? |
| How involved did you feel in decisions about your care? |
| How well did the doctor or nurse deal with |
| Preventative care – keeping you healthy? |
| Were you offered a follow up appointment or told |
| When or why to return if necessary? |
| We are a training practice for junior doctors and medical |
| Students. How does this affect the quality |
| Of your care? |
|   |
| What do you feel about the range of services |
| Offered by the practice? |
| Overall, how do you rate the quality of care provided |
| By the practice? |
| How do you rate our eConsult service?How do you rate our video consult service and Econsult? **These two questions have been added onto the questionnaire** |

**Results 2021**

1. 59.2 % Patients felt as they still could still access a clinician even through the pandemic
2. 90% felt that request was dealt with very quickly via call handlers
3. 68% good 24% very good patients rated the quality of care provided by the practice
4. 76% of patients felt they were very involved in the decisions in they care
5. 44% satisfactory of patients felt it was easy access to get through on the telephone 4% poor couldn’t get through
6. 68% said they felt you could get a second opinion referral to secondary care

**Action Plan 2021**

Throughout our PFG meetings during 2021-22 It was agreed that our actions plan for 2021-2022 as follows

* Questionaries to be given out to some face 2 face and telephone consultation calls
* PFG are happy to set the questions from last year. With 2 additional around videos.
* A message on the telephone system promoting our email address for repeat prescriptions which we implemented back in September 2020.
* Continue telephone consultations as patients find this very useful and it reduces the footfall into the practice.
* Results Keep the TV media current and up to date for patients in the waiting area for when we resume services.
* Staff will continue Promote health to patients for influenza / shingles/childhood immunisation / cervical screening /pneumonia
* If face to face appointments is not used on the day, we will revert them back into telephone consultations.
* We have a new telephone system now which was installed back in November 2021, and it gives management an overview of how many patients is in a que and if they are a back log of calls management can see the telephone que board and we can adjust the staffing level to accommodate and get the que board down. In addition, the new telephone system allows patients patient call back if they wish to.
* Promote online eConsults to patients for any admin queries and any skin conditions that may require photographic view
* Doctors are seeing more face-to-face appointments when clinically triaged from telephone consultation calls.
* We will be opening our online services for nurses/ HCA's appointments in May 2022
* We have been allocated four appointments for out of hours which we can offer patients from HCA's / Nurses / Advance Practitioners/ Covid Hubs / GP's

**Documents Published**

**Survey results published**

[**S:Patients\Results for 2021.xlsx**](file:///S%3A%5CA81035%5CColette%20PM%5CColette%20Access%20and%20Feedback%20Patients%5CResults%20for%202021.xlsx)



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|  | [www.newlandsmedical.org.uk](http://www.newlandsmedical.org.uk)Practice Opening HoursMonday- Friday 7.30am – 5.45 The Premises are open Saturday, Sunday and Bank Holidays are Closed.Extended hours are opened by doctors, Advanced Clinical practitioners /Primary Care clinics nurses and HCA Monday to Friday 7.30am until 8.00amMonday – Friday 8.00am – 6.00pm Telephone contact is available  |   |   |   |   |   |   |   |   |   |   |   |   |