

King's Medical Centre operates in a purpose-built health village in North Ormesby, Middlesbrough. It is a densely-populated area, mixed-race and high deprivation.

The list of registered patients shows some growth. At the time of writing it stands at 5,493. The practice is open Monday to Friday between 8 am and 6 pm. We also provide extended hours every Saturday morning between 8.30 am and 11.30 am.

Once again, we have tried to increase the size of the patient participation group (PPG). The group continues to be advertised on the practice website and also within the surgery. The current PPG contains ten patients, a number which remains stable.

The ten members of the PPG include six female patients and four male patients, all within the 44 to 76 age bracket. They are all white British in ethnic origin. We are hoping to encourage a more diverse range of patients from different age groups and ethnic backgrounds to join the PPG.

The aim of the PPG is to identify relevant concerns and issues our patients would like to see addressed. Members are encouraged to submit agenda items in advance to be discussed at our quarterly meeting. Some quarterly meetings recently have had to be cancelled because no agenda items were submitted in time. Members were reminded of the action plan of the previous year and were updated on the outcome.

#### **Outcome of 2013/14 action plan**

Number of pre bookable appointments have been increased and continue to be monitored with regards to any missed appointments

Promotion of the Practice website. This has been successful and patients now regularly make use of the website to order prescriptions, update their details and book/cancel appointments

The following results and action plan are drawn from our patient surveys, as well as the friends and family test. We have also taken into account complaints and suggestions from patients. Patients were encouraged to complete the survey opportunistically as they entered the waiting area of the practice.

The results of the survey were mailed to the PPG members. The subsequent actions were agreed upon after reviewing the PPG feedback.

#### **Results of survey/comments**

1. Only 34% of those surveyed were aware that online appointments were available.
2. Only 27% of those surveyed were aware that the Patient Reference Group existed, and what services it offered
3. Of those who replied to the question about extended opening hours, 39% were in favour of them, but 32% indicated they were not sure.

4. Several patients made written comments that there was nothing in the waiting area to help occupy children whilst waiting to be seen and also that there was no hand gel available to use if required

### **Action Plan**

Online appointments – The practice will continue to promote the availability of online appointments using various methods of communication.

Patient Reference Group – The Practice will continue to raise awareness of this group and all staff both clinical and non-clinical will be proactive in recruiting new members.

Extended opening hours – We will continue to raise awareness and promote, both on the website and in the surgery, our extended hours opening times

Hand gel would be stored in main reception and made available upon request. Pictures and crayons would be made available to hand out to children who are in the waiting area.

### **Comments received from patients:**

I have had no problems getting appointments. Doctors very good, nurses very good, receptionists very helpful.

GP and all staff are very polite every time I come and I have no trouble with anyone, and I always get to see the doctor or nurse on time.

No hand sanitizer. I think you should have some. There was in my last doctor's surgery.

To help improve our doctor's we think you should put some children's books out so children who go to the doctor's are happy.