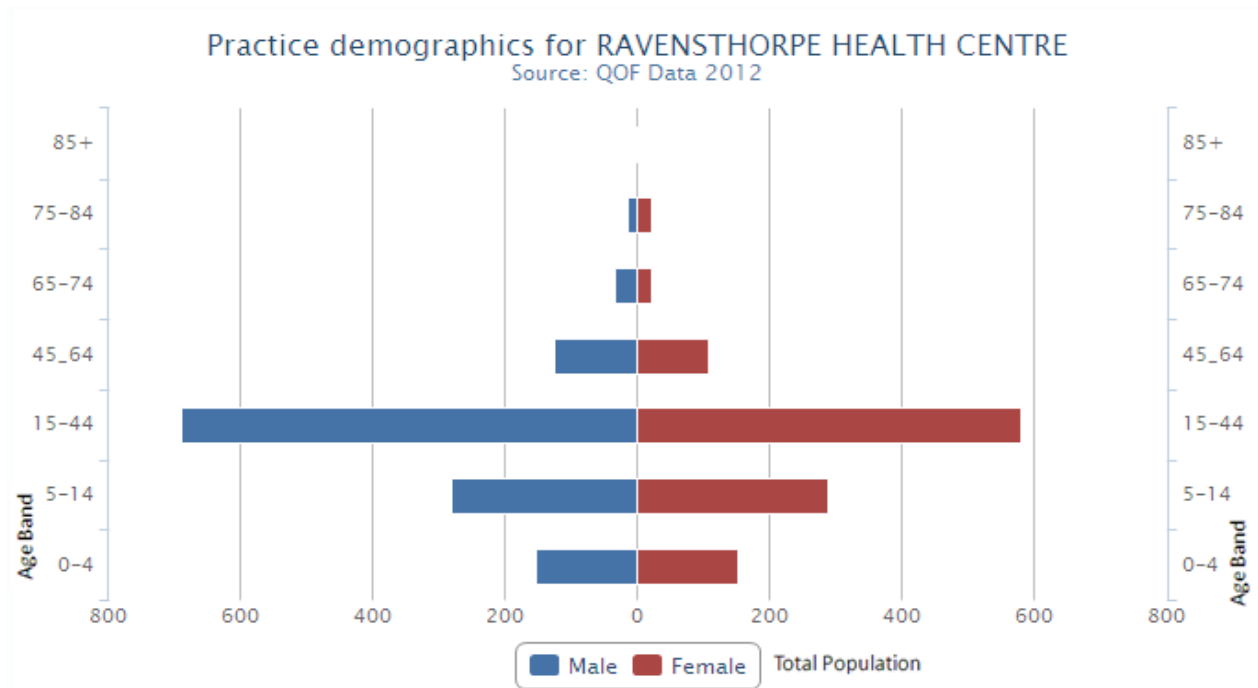


Dr. Mahmood & Partners

Ravensthorpe Health Centre

Patient Representative Group Annual Report 2013-14



Above information taken from Primary Care Assurance Framework

Patient Representative Group Population

The group now consists of 6 males and 10 females of which the ages range from 18 to 69 years old. The group are volunteers and amongst them there are individuals that have long term conditions, working patients and students. It is felt that overall the group are a fair representation of the population of the practice.

Ethnicity

The current population of the practice is 77.38% Pakistani/British Pakistani and 9.33% White British; whilst the remaining 13.29% of the population consists of people of other ethnicities such as Eastern European, Indian, Kurdish and Hungarian.

Formation of the PRG

The group has now been formed for 3 years and following the achievements of last year's patient group, meetings have continued on a quarterly basis throughout the year. Some of the existing members have continued their memberships, new members have joined and the total membership has now doubled in size within the year.

Whilst doing the survey all patients were asked if they would be interested in joining the PPG, this showed great interest from the general public with an additional 9 new members to the group.

Since last year the group have appointed their own Chair and Secretary and they are happy to continue in the role. In addition the group has a vice secretary who supports the PPG with all the group needs, varying from assisting with the setting of agendas, to typing up minutes of the meeting, to communicating any important information back and forth to PPG

4 meetings have been held this year. A practice survey has also been undertaken which has lead to the agreement of 3 priorities.

Practice Survey

Following discussions at the first 3 meetings of the group, there were 3 suggestions that it was agreed should be incorporated into the survey to gain the opinions of the wider patient population. The three suggestions were:

- Sign/barrier at reception counter as a marker for patient to stand behind
- Promoting Online service for booking/cancelling appointments, requesting repeats
- Promote Routeways, local health trainers service

The format of the survey was discussed and it was agreed that the survey would be a written survey and should be handed out randomly to patients in surgery for the full week.

The survey was written by the practice manager alongside PPG members and was circulated to all members of the group by email/post for comments and agreement prior to commencement.

The surveys were completed and received back by reception staff and a analysis was carried out by the PPG member alongside the practice manager.

Action Plan

The results of the survey were

- 48% of patients asked agreed there wasn't sufficient privacy at the front reception counter, and required sign/barrier at reception for patients to stand behind for confidentiality.
- 56% of patients agreed that local trainers will be beneficial for the patients.
- 33% of the patients agreed that they would be interested in managing their appointments and prescriptions online.

The group discussed the results at their meeting on 11th February 2014 and it was agreed that all 3 suggestions included in the survey would be progressed for this year.

Implementation

Sign/Barrier in Reception – a notice stand has now been purchased by the practice and is in situ in the waiting area.

Promoting Online Service – All admin staff will be mentioning to patients regarding online services. The Practice Nurse will also promote the online service with all new patients registering during their new patient checks. Information also to be highlighted in practice leaflet.

Local Health Trainers - Clinicians to identify patients that will benefit from local health trainers and promote Routeways to relevant patients. Admin staff to promote to the patients visiting in surgery so information can be cascaded to appropriate family members

Hard copies of this report will be available in reception and will be posted on the practice website -

www.drmahmoodandpartners.co.uk

Mohammed Zahoor

Practice Manager

17th March 2014