

# Foreland Medical Centre Patient Representative Group (PRG) Report 2014

## Practice profile

The practice has 4155 patients and 55.84% are male (2302 patients) and 44.16% are female (1853 patients). We have a very young practice profile and the majority of our patients are within the 35-45 and 45-55 age groups with fewer children and older adults. There is a local home for patients with learning disabilities nearby.

80% of the patients at the surgery had their ethnicity recorded. The ethnicity is mainly divided as below:-

- 56.6% British or mixed British
- 29.4% White other
- 3.9% Indian
- 3.4% Other Asian
- 6.7% African

## PRG profile

The PRG this year comprised of 11 patients and 1 representative from the local learning disability home. There were in total 7 male and 5 female patients. The age breakdown of the group was as follows:-

- 20-30 1 person
- 31-40 2 people
- 41-50 2 people
- 51-60 2 people
- 61-70 3 person
- 70+ 2 people

The ethnicity of the group was broken down into:-

- 5 White British (39%)
- 3 white other (23%)
- 1 Indian (8%)
- 2 Other Asian (15%)
- 2 African (15%)

We have a very varied group of patients in our PPG including pregnant lady, a patient with a physical disability, patients with chronic diseases as well a patient with mental health problems and a patient with cancer. One member from Westway travellers site.

## **Difference between PRG and the practice profile**

The surgery previously had a PRG set up from 2013 that was also contacted this year too, few of them agreed. In looking for new members asking for people to join up from different needs and posters were displayed in the waiting room. We had few responders to this way. In the end the doctors were asked to encourage people to join. In this way we managed to recruit a few more people and also there one person in the group who was happy for us to contact her via email if she could not attend the meeting. This was a different approach to last year where all the members were only able to interact if they attended the meeting or the results were discussed on the phone or individually. As most of the patients registered at the surgery were from a younger age group we tried to recruit as many patients from this younger group to be representative of our practice profile however this did prove quite difficult as last year and it was much easier to recruit older patients who were able to give us more free time. We tried again this year to ask a wide variety of people to make the group more representative. We tried to encourage people to join who used different aspects of our service including the young mother and patient with cancer as well as a patient with a physical disability and this year a pregnant lady was also part of the patient group.

As our practice had a varied ethnicity we felt the PRG reflected this mix.

## **How were the priorities set?**

The questions that the practice felt were important were discussed with the PRG. The PRG was then consulted as to what they felt was important. Consensus was arrived on the key areas that survey should focus on. These being:-

- Number of appointments
- Telephone access to the surgery
- Current opening hours

## **How were questions drawn up?**

The practice and the PRG agreed to keep things simple and to help compare with results from the previous year we agreed to use the same survey but remove one question about telephone consultations which we had already consulted on last year and was no longer needed.

The manager at the local learning disabilities home was asked that if the survey was adapted to help patients with learning disabilities to be able to fill them in whether they would be able to. He felt that as the patients at the home had such

severe learning disabilities an adapted form would not help and instead he suggested that he would fill in the form on behalf of the patients instead.

### **How was survey conducted?**

The survey was conducted over two weeks in early February 2014 by handing out forms to patients that attended the surgery for walk in clinics, appointments and when they were collecting prescriptions. They were asked to hand in the completed forms to reception. The Reception staff, Doctors, Nurses were also encouraged to ask patients to fill in the survey whilst they were waiting. 128 surveys were completed in total compared to 75 from last year. The results were then analysed and presented in a chart format.

### **The survey results**

The survey results were encouraging and very positive. The survey proved that a high percentage of patients are happy with the service and opening hours that we currently provide as well as the telephone access to the various members of staff. Patients made written comments which were included at the end of the report and made available to discuss with the PRG.

### **SEE ATTACHED RESULTS**

### **How did you agree the action plan with the PRG?**

A PRG meeting was held on 14<sup>th</sup> March 2014 and all the members of the group were invited to attend to discuss the survey results and formulate an action plan. Dr.Pearl led the meeting. Out of the 12 PRG members only seven were able to attend the meeting that day. However, two members of the group were consulted individually about the results. Two were also contacted via email. To start with the group was reminded about the survey results from the previous year and the action plan that we had decided and we discussed the carrying through of the plan through the year. We confirmed that a new doctor had been recruited to do 3 more sessions a week . We discussed the telephone access needed improvement

The results of the survey from 2013 were then presented and explained and then the group were asked to look at the comments that patients had made on the forms. These had been divided into positive comments about the staff, positive comments in general, negative comments and suggestions. They were also reminded about the priorities that had been set such as the length of time patients were kept waiting, telephone access and opening hours. Discussions then took place about the results, the priorities and the comments and an action plan was formulated. The action plan was discussed with the partners the following day.

The main feedback from the PRG was that as a practice we were doing very well and that the survey reflected that. They felt pleased with all the members of the staff at the surgery and felt we were doing a good job. They still felt that the best part of the surgery was the walk in clinics and these must continue to be offered despite a few patients making comments about the long wait. They felt the results telephone service could be improved. They felt that the access was appropriate for the time being and did not propose any changes but encouraged good advertising of the opening times.

No disagreements were raised other than one of the comments about waiting times at the surgery being more than two hours in the walk in. The group felt this was wrong and felt this was not a true reflection of the actual wait which could be between 10 minutes to 30 mins. There were no contractual considerations to the agreed actions.

**ACTION PLAN AGREED WITH PRG AND BEEN CARRIED OUT.**

Problem raised By PRG and Survey	Action decided by PRG	Outcome of action requested	Follow up
Number of DRS appointments	To recruit another Doctor	Dr Ed Farrell joined our team to do another 3 sessions	To be monitored and reviewed in next patient survey
Telephone access	To increase the number of the phone lines	New phone system in place with phone calls going directly to nurses rather than reception for results. More lines available too.	Follow up in next year's survey
Current opening hours	PRG felt this was good but we should ensure opening hours are well advertised and are up to date.	Poster in waiting room and Practice Manager to keep details updated on website and practice leaflet.	To be monitored in next survey

The PRG report was displayed in the surgery waiting room and hard copies were kept at reception for any patients that requested them. The report was also posted on the surgery website and sent to the PCT too.

Surgery website is [www.forelandmedicalcentre.co.uk](http://www.forelandmedicalcentre.co.uk)

### **Opening hours and out of hours arrangements**

The practice offers a variety of opening hours between 8.00am and 8.30pm. Patients are encouraged to attend the walk-in clinics however we have bookable appointments too. We offer extended opening hours by appointment on Monday evening between 6.30pm and 8.30pm.

### **Bookable Appointments**

<b>Monday:</b>	9:00am-12pm, 2:00-6:00pm and 6:30-8:30pm
<b>Tuesday:</b>	8:40am-12pm, 2:00-6:00pm
<b>Wednesday:</b>	9:00-12:00Noon
<b>Thursday:</b>	09:00am-12pm, 3:00-6:00pm
<b>Friday:</b>	09:00am-12pm, 3:00-6:00pm
<b>Saturday:</b>	Closed
<b>Sunday:</b>	Closed

### **Walk-in Hours (no appointment needed)**

<b>Monday:</b>	9:30-12:00am and 16:00-17:00pm
<b>Tuesday:</b>	9:30-12:00am and 16:00-17:00pm
<b>Wednesday:</b>	9:30-12:00am
<b>Thursday:</b>	9:30-12:00am and 16:00-17:00pm
<b>Friday:</b>	9:30-12:00am and 16:00-17:00pm
<b>Saturday:</b>	Closed
<b>Sunday:</b>	Closed

### **Out of Hours (When the Surgery is Closed)**

If you telephone the surgery between 09:15am and 18:00 weekdays, a member of staff will answer your call, except Wednesday after 13:00.

From 18:30PM to 09.15AM and at weekends an answerphone message will give information of our out of hours cover provided by LCW UCC.  
Telephone (020) 8962 7777 or ring NHS 111

Or you can call the NHS direct on 0845 4647