

LOCAL PATIENT PARTICIPATION REPORT

Practice Name: Dr Mohan & Associates F code: F82017

1 Establish a Patient Reference Group (PRG) comprising only of registered patients

The table below reflects the practice population and the PRG profile by age, ethnic group and gender.

Practice population profile	Number	% of total	PRG profile	Number	% of total
A G E					
% Under 16	2167	26%	% Under 16	0	0
% 17-24	916	11%	% 17-24	8	13.56%
% 25-34	1205	14%	% 25-34	10	16.9%
% 35-44	1228	15%	% 35-44	12	20.34%
% 45-54	1124	14%	% 45-54	15	25.4%
% 55-64	766	9%	% 55-64	7	11.9%
% 65-84	791	10%	% 65-84	7	11.9%
% Over 84	122	1%	% Over 84	0	0
ETHNICITY					
White			White		
% British Group	2282	27.43%	% British Group	42	71.2%
% Irish	13	0.16%	% Irish	1	1.7%
Mixed			Mixed		
% White & Black Caribbean	2	0.02%	% White & Black Caribbean	1	1.7%
% White & Black African	8	0.1%	% White & Black African	4	6.78%
% White & Asian	2	0.02%	% White & Asian	1	1.7%
Asian or Asian British			Asian or Asian British		
% Indian	94	1.13%	% Indian	1	1.7%
% Pakistani	64	0.77%	% Pakistani	2	
% Bangladeshi	70	0.84%	% Bangladeshi	1	1.7%
Black or Black British			Black or Black British		
% Caribbean	41	0.5%	% Caribbean	1	1.7%
% African	450	5.41%	% African	2	3.39%
Chinese/other ethnic group			Chinese/other ethnic group		
% Chinese	5	0.06%	% Chinese	1	1.7%
% Any other	916	11%	% Any other	2	3.39%
GENDER					
% Male	4174	50%	% Male	24	40.7%
% Female	4145	50%	% Female	35	59.3%

Please note 4372 of our patients do not have an ethnicity recorded so the above % are not a true representation.

a. Process used to recruit to the PRG:

- 1 We included patients from our original Patient Participation Group
- 2 Put up posters in the surgery
- 3 Reception staff gave out PRG recruiting leaflets to patients as they came in for their appointments or repeat prescriptions

b. Differences between the practice population and members of the PRG: *describe any differences between the patient population and the PRG profile, what steps the practice took to engage any missing group*

Our Patient Reference Group is very well represented by most groups although we currently do not have representation from the gay community. We are still actively recruiting patients for our PRG. Patients can join the group either by signing up manually or by completing and submitting a simple form on our website.

2 Agree areas of priority with the PRG

a. The areas of priority agreed with the PRG:

- 1 Receptionists
- 2 Opening Hours
- 3 Online Appointments
- 4 Urgent Appointment
- 5 Telephones
- 6 Satisfaction with the practice
- 7 Out of Hours

b. How the priorities were decided: *Details of meetings, discussions, contact with patients outside the PRG*

A simple survey of key areas we felt should be priority in the practice was devised. This was circulated by email to the PRG inviting views and comments. There was very little response from the group, so we assumed they were in agreement.

The patient survey was conducted by paper forms given to the patients to complete when they attended surgery

The results were analysed and sent out, again by email, to our PRG for comment.

An action plan was formulated from the results of the survey and agreed with the PRG by email communication. There were no areas of disagreement and no contractual considerations to the agreed actions.

3 Collate patient views through the use of a survey

a. When was the survey conducted? How was the survey distributed?

The survey was conducted during 3 weeks in January/February 2013

b. Which questions in the survey relate to the priorities in (2a)?

All the priorities in 2a were included in the survey

4 Provide the PRG with an opportunity to discuss survey findings and reach agreement with the PRG on changes to services

a. Describe the survey findings:

Receptionists – overall the patients were happy with the way they were treated by our receptionists – 5.15% of patients surveyed identified priority as an issue

Opening Hours – 14.7% of patients surveyed identified priority as an issue

Online Appointments – 35.29% of patients surveyed would like the facility of booking appointments online, 64.71% were not interested

Urgent Appointments – 12.5% of patients surveyed identified priority as an issue

Ability to get through to the surgery on the phone – 23.73% of patients surveyed identified priority as an issue

Overall satisfaction with the practice – 6.62% of patients surveyed identified priority as an issue.

Out of Hours Services – 36.77% of patients surveyed did not know that they could speak to a doctor or have an appointment at the out of hours GP when the surgery is closed. Also 33.8% did not know where the Minor Injury Unit is, contact numbers and opening hours, 39% did not know what services the Minor Injury Unit provides.

b. Describe how the survey findings were reported to the PRG:

The survey findings were reported to the PRG via email in a graph format – please see attached

c. Changes the practice would like to make in light of the survey findings: *list each survey outcome and the changes the practice would like to make.*

Receptionists – we have 2 new receptionist who will be attending a Customer Care workshop this year. The receptionists who have already completed the training will have an update.

Opening hours – We will be looking into extending our opening hours.

Online appointments – as the majority of our patients were not interested in online appointments, this will not be a priority at present

Urgent appointments – We are looking to employ another Salaried GP from May 2013 to increase patient access.

Ability to get through to the surgery on the phone. We will be looking at our current telephone system to see if it is sufficient for our needs or if it needs to be updated.

Out of Hours – We will ensure that details of the Out of Hours Service are make available on our website, in our practice leaflet and posters in the surgery

d. Recommendations from the PRG based on the survey findings:

There was very little response from members of our PRG group so we assumed they were all in agreement with the survey and action plan.
We did have a suggestion from one of our group members to open the surgery at 8am for patient access.

e. Agreement reached with PRG on changes to be made? Yes

f. Changes the practice cannot make, and the reasons why:

None

g. Changes the practice will make:

Training for Receptionists
Looking to extend our opening hours and to employ an additional Salaried GP to improve patient access
Looking to improve our current telephone system
Ensure that Out of Hours Service details are make available on our website, in our practice leaflet and posters in the surgery.

5 Agree an action plan with the PRG and seek PRG agreement on implementing changes

Survey Question	Survey results	Action Plan	Deadline
How the patients were treated by the Receptionists	Out of 136 patients surveyed, 77 felt the service was excellent, 32 very good, 20 good, 5 fair, 2 poor and 1 very poor	Overall the patients were happy with the way they were treated by the receptionists. 7 patients (5.15%) identified priority as an issue. Most of our receptionists have had training in Customer Care, they will have an update during this year. Our new staff will be attending a Customer Care workshop.	December 2013
Opening Hours	Out of 136 patients surveyed, 28 felt the opening hours were excellent, 48 very good, 40 good, 16 fair, 2 poor and 2 very poor	20 patients (14.7%) identified priority as an issue. Our current opening hours are 8.30am to 6.30pm Mon, Tue, Wed and Fri and 8.30am to 1.30pm on Thurs. Additionally we are open for extended hours on Mon and Tues until 8pm and alternate Saturdays 9am to 1pm. We will certainly look to see if we can extend our opening hours. One suggestion has been to open at 8am for patient access	December 2013
Online Appointments	Out of 136 patients surveyed 48 (35.29%) would like the facility of booking appointments online, 88 (64.71%) were not interested	As the majority of our patients were not interested in online appointments, this will not be a priority at present.	
Urgent Appointments	Out of 136 patients surveyed, 100 were able to get an urgent (same day appointment), 17 patients were unable to get an urgent appointment and 19 had never tried	17 (12.5%) patients identified priority as an issue. We are currently looking into our appointments system to measure demand against availability. We have recently increased our morning sessions by half an hour for each GP and will be closely monitoring the	December 2013

		<p>system.</p> <p>We have found that some patients request to be seen by a specific doctor for an emergency appointment and would like to stress that all clinical staff have access to patients' medical records and therefore are able to offer treatment with a full knowledge of a patients' medical history</p>	
Ability to get through to the surgery on the phone	Out of 136 patients surveyed, 21 felt the telephone service was excellent, 36 very good, 44 good, 20 fair, 11 poor and 4 very poor	<p>35 patients (25.73%) identified priority as an issue.</p> <p>In view of the findings we will be looking into the telephone system to see if it is sufficient for our needs or if it needs to be updated. Also it may be that we need to employ additional reception staff during peak times in order to increase the speed at which we answer incoming calls. We will advise patients of the peak times for calls and the times when the telephones are less busy via our website and waiting room call boards.</p>	December 2013
Overall satisfaction with the practice	Out of 136 patients surveyed, 77 were completely satisfied with the practice, 37 were very satisfied, 13 were neutral, 7 were fairly satisfied and 2 were very unsatisfied.	9 patients (6.62%) identified priority as an issue. We will continue to monitor the issues identified from this years' survey and, when we run our next survey in 2014, we will compare the satisfaction figures.	
Out of Hours	Out of 136 patients surveyed, 86 knew that they could speak to a GP or have an appointment	We will ensure that details of the Out of Hours Service are made available on our website, in our practice leaflet and posters in the surgery.	Already posted on our website

	at the out of hours GP service when the surgery is closed, 50 did not know		
Minor Injury Opening	Out of 136 patients, 90 knew where the minor injury unit is, contact numbers and opening hours, 46 did not.	Again we will ensure that details of the Minor Injury Unit and Walk in Centres are posted on our website	
Minor Injury Unit Services	Out of 136 patients surveyed, 83 knew what services the Minor Injury Unit provides, 53 did not	We will make sure that details of the most appropriate NHS service to use are available to all our patients.	

Update on action plan for 2011/12: *what result the practice/patients saw as a result of the change(s)*

The ease of getting an urgent appointment (same day emergency appointment)

To improve access we have introduced a 'walk-in clinic' ie one doctor available at each morning session to see emergencies.

We have increased our morning sessions by 30 minutes for each GP

We employed another GP from 19 November 2012, thereby making available more appointments on a daily basis.

Ability to get through to the surgery on the phone

We have employed additional reception staff during peak times in order to increase the speed at which we answer incoming calls. We will continue to closely monitor this.

6 Additional Information

a. The opening hours of the practice premises and the method of obtaining access to services throughout the core hours:

Monday, Tuesday, Wednesday and Friday – 8.30am to 6.30pm

Thursday – 8/30am to 1.30pm

Access by telephone or in person

b. The times individual healthcare professionals are accessible to registered patients under an extended hours access scheme:

Our current extended hours are:

Monday and Tuesday – 6.30pm to 8pm

Alternate Saturdays – 9am to 1pm

7 Publicise actions taken – and subsequent achievement

a. Where the report is published:

The report is published on our practice website:

www.drmoohanandassociates.co.uk

Signature of behalf of practice:



Name of signatory: _____ Dr T C Mohan _____

Date: _____ 21 March 2013 _____