

LAKESIDE MEDICAL CENTRE  
Patient Representative  
Group (PRG) Report  
2013/14

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Patient Participation Report 2013 – 14

**COMPONENT 1: DEVELOP A PATIENT REFERENCE GROUP**

**PROCESS USED TO RECRUIT**

The following were the practices method of advertising the PRG:

- Posters in practice
- Practice website – online sign up form
- Printing on right hand side of prescription
- Perton pages newspaper article
- On Perton pages Facebook page

Members increased from 8 in 2012/13 to 24 in 2013/14.

**PRACTICE POPULATION PROFILE**

Age & Sex Profile:

<i>Age Range</i>	<i>Female</i>	<i>Male</i>	<i>Total</i>	
Under 18	509	572	1081	18%
18-24	246	280	526	9%
25-34	412	438	850	14%
35-44	355	351	706	12%
45-54	464	426	890	15%
55-64	541	492	1033	17%
65-74	242	275	517	9%
75-84	137	99	236	4%
85 and over	83	38	121	2%
Total	2989 (50%)	2971 (50%)	5960	

(Figures for regular patients registered in March 2013)

Ethnicity:

British or mixed British	4510	91.76%
Other White Ethnicity Total	55	1.12%
Mixed Ethnicity Total	61	1.24%
Caribbean Ethnicity Total	22	0.45%
African Ethnicity Total	22	0.45%
Asian Ethnicity Total	169	3.44%
Chinese Ethnicity Total	28	0.57%
Other Ethnicity Total	48	0.98%

The practice has ethnicity data on 4915 patients representing 82% of the practices list – Figures for regular patients registered in January 2014)

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**PRG PROFILE – OBTAINED FROM THE PCC PRG DATABASE**

Age & Sex Profile:

<i>Age Range</i>	<i>Female</i>	<i>Male</i>	<i>Total</i>	
Under 18	0	0	0	0%
18-24	0	0	0	0%
25-34	0	0	0	0%
35-44	3	1	4	17%
45-54	2	1	3	13%
55-64	8	0	8	33%
65-74	1	7	8	33%
75-84	1	0	1	4%
85 and over	0	0	0	0%
<b>Total</b>	<b>15 (62%)</b>	<b>9 (38%)</b>	<b>24</b>	

(Figures for regular patients registered in January 2014)

Ethnicity

British or mixed British	24	100%
Other White Ethnicity Total	0	0
Mixed Ethnicity Total	0	0
Caribbean Ethnicity Total	0	0
African Ethnicity Total	0	0
Asian Ethnicity Total	0	0
Chinese Ethnicity Total	0	0
Other Ethnicity Total	0	0

**DIFFERENCES BETWEEN THE PRACTICE POPULATION AND MEMBERS OF THE PRG**

Steps taken by the practice to reach groups not represented and address variation within the PRG.

The practice population is split equally between male and female patients, the PRG has more of a female presence. However, this is more representative of the patients that attend the practice as in the last 6 month 57% of attendances were female.

The practice population is not ethnically diverse, as all of the PRG members are British or White British this is representative of the patient list.

59% of the practice population is aged over 35 years, this group is strongly represented on the PPG. The largest demographic in the practice is the under 18's at 18%. However, some the group members have children or grandchildren who are registered at the practice.

South Staffordshire has lower unemployment rates than national and regional averages in November 2013 (as reported on BBC News) these were 2%, compared to West Midlands 8.1%. In order to attract representation from the younger population we have established a virtual PPG being contacted by their preferred method face-to-face meetings, telephone, letter or e-mail, there are also advertisements on the practice website and NHS Choices.

We are continuing to recruit to the PRG.

## COMPONENT 2: AGREE AREAS OF PRIORITY WITH THE PRG

### How were last years actions reviewed and changes made discussed with PPG?

Last years actions were reviewed with the PRG on 4<sup>th</sup> June 2013 and regularly following this.

Actions were as follows:

Advertise double appointment in newsletter and website	Completed – patient are now using more. Also catch up slots have been introduced, to aid clinics running on time.
To establish a system whereby reception clearly communicate to the patients in the waiting room if the clinic is running late	Completed – receptionists tell patients
Practice to review feasibility of water dispenser in Reception area	Reviewed in practice, however it was felt to be of low priority and to focus on clinics running to time.
Increase the use of web mentor (patient information leaflet system) to increase written patient information	Completed – reiterated to all clinical staff
Article in newsletter giving patient points of making the most of a GP appointment, based on article by NHS Choice on GP Appointments.	Completed – First Newsletter published July 2013, received much positive feedback.
Advertise practice opening hours clearly in waiting room, newsletter and ensure clear on website.	Completed
Advertise the appointment system in newsletter and ensure clear on website.	Completed
Continue to review the appointment system with practice team and PRG for effectiveness and ensure it meets the needs of the population on a regular basis.	To continue
Create a sign stating to go to the right desk away from the waiting area if you wish to discuss something privately with the Receptionist.	Completed
Review lighting in the car park.	Light installed.
Continue to refurbish building in line with practice premise plan.	To continue.

### How were Priority Areas Agreed with PRG?

Meeting held with PRG on 4<sup>th</sup> June 2013 to discuss the areas for priority and what questions should be asked. The meeting on 16<sup>th</sup> July 2014 confirmed priority areas. The questionnaire was then designed by the Printing Company to allow patients a easy read format. At the meeting on the 20<sup>th</sup> August 2014 the group were shown a draft questionnaire this was approved by the group. This was then printed.

## STEP 3: COLLATE PATIENT VIEWS THROUGH THE USE OF A SURVEY

### How were the views of registered patients sought?

Anonymous questionnaire forms paper copies given out in the surgery.

### How were the questions drawn up?

The PRG's priority areas were used, and questions were based on those from the national patient surveys.

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**How was the survey conducted?**

A paper survey was handed out by reception team and PRG to registered patients attending clinic appointments. Responses were collected and inputted on the My Surgery survey analysis tool. 289 responses were received. The Department of Health guidelines recommend that to ensure a representative patient sample for every 1,000 registered patients, 25 completed questionnaires are required, this equates to 150 surveys for this case. Therefore, this guideline was fully met.

**What were the survey results?**

Survey results available on practice website at

<http://www.mysurgeryoffice.co.uk/psurvey.aspx?p=172422&v=M83132>.

289 total respondents to the survey, of these:

Under 18	2%
18-24	7%
25-34	13%
35-44	11%
45-54	18%
55-64	21%
65-74	12%
75-84	7%
85 and over	3%
No Response	2%

Points to note were

- Patient still prefer to book appointments by phone
- 62% do have a preferred GP. 35% answered that they didn't have a preferred GP, however, 80% of these answered how often they get to see their preferred GP.
- If the people who answered that they do not have a preference were excluded from how often they get to see that preference then the results would be:

Always	27%
A lot of the time	47%
Some of the time	20%
Never or almost never	1%

This is more reflective of the 80% that said 'Yes' to been able to see their preferred GP in the 2012/13 survey.

- There is an increase of 8% who felt that they understand how the appointment system works.
- The patients that were happy with the appointment system has decreased by 2% from the 2012/13 survey.
- 75% said it was either 'Very Easy' or 'Fairly easy' to get through by telephone. There were some comments made on the survey in regard to telephone answering.
- Receptionists – increase shown in all areas

		Very Good/ Excellent	Good	Satisfactory/ Fair	Poor
Listening to you?	2012/13	43%	45%	5%	1%
	2013/14	52%	37%	9%	0%
Take enough time with you?	2012/13	43%	43%	9%	0%
	2013/14	48%	37%	10%	0%
Explain what you	2012/13	43%	39%	10%	1%

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want to know?	2013/14	48%	36%	10%	0%
Are they friendly and helpful to you?	2012/13	46%	37%	10%	2%
	2013/14	55%	33%	10%	0%
Answer your questions?	2012/13	45%	38%	9%	1%
	2013/14	49%	33%	12%	0%

- 91% of patient said that they were either 'Very Satisfied' or 'Fairly Satisfied' with our opening hours, in 2012/13 67% of patients answered 'Yes' to whether they were happy with our opening hours.
- 94% felt that they were either 'Very Satisfied' or 'Fairly Satisfied' with their experience at the surgery
- 90% would definitely or probably recommend our service.
- The clinical staff received high number who felt they were 'Very Good' or 'Good in all areas asked.

**STEP 4: PROVIDE PRG WITH OPPORTUNITY TO DISCUSS SURVEY FINDINGS AND REACH AGREEMENT WITH THE PRG ON CHANGES TO SERVICES**

**Describe the methods used to give the PRG and opportunity to comment and discuss the findings of the survey:**

The group were issued with the survey results at the meeting on the 12<sup>th</sup> November 2013. They were then sent by email to all the group on the 14<sup>th</sup> November 2013 asking for comments and feedback.

The PRG were invited to a meeting on the 7<sup>th</sup> January 2014 to draw up the surgery action plan or they wished to participate virtually, email or telephone feedback before that date. The Practice Manager went through the analysed statistics from the survey. The practice and PRG was pleased with strong survey results.

**STEP 5: AGREE ACTION PLAN WITH THE PRG AND SEEK PRG AGREEMENT TO IMPLEMENTING CHANGES**

**ACTION PLAN**

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

The PRG formulated the action plan in the meeting on 7<sup>th</sup> January 2014, then distributed to group by email for comments. Comments from the virtual PRG and patient meeting created the action plan.

The action plan is attached.

**What are the main findings/proposals that can be implemented?**

See attached action plan.

**What are the findings/recommendations that will not be implemented? Please include reasons?**

None.

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**What are the actions that the practice intends to take/has taken in respect of the findings:**

See attached action plan.

**Are there any contractual considerations to the agreed actions?**

Not to our knowledge.

**LOCAL PATIENT PARTICIPATION REPORT**

**Please describe how the report was devised and circulated:**

The report was advertised on the dedicated practice website.  
Report issued to PPG members.  
Report e-mailed to staff.

**OPENING TIMES**

Opening Times  
Reception is open and available on the telephone and face-to-face.  
Monday 8.00am-6.30pm  
Tuesday 8.00am-6.30pm  
Wednesday 8.00am-6.30pm\*  
Thursday 8.00am-6.30pm\*  
Friday 8.00am-6.30pm  
Saturday 8.00am-12.00pm  
\*At least one late night on rotational basis.

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Priority for Action	Proposed Changes	Who needs to be involved?	What is an achievable time frame?
<p>The group felt that more qualitative data was needed in order to fully appreciate the scores shown in the survey.</p>	<p>It was agreed that the 15 step challenge would be undertaken within the practice by the Practice Manager, a member of the Patient Group and a member of the front (both on a rotational basis).</p> <p>It was agreed that the practice would review its method of taking and recording feedback (soft intelligence) in the practice, so that it can be auditable and patient 'storeys' are taken into account.</p>	<p>Practice Manager and Team PRG</p> <p>Practice Manager and Team PRG</p>	<p>March 2014</p> <p>April 2014</p>
<p>80% of patients prefer to book appointments on the telephone. 13% of patients did not find it easy to get through on the telephone.</p>	<p>The practice has recently purchase a new telephone system, which includes 4 new lines. The practice will continue to monitor patient satisfaction of this, through patient feedback and the next survey.</p>	<p>Practice Manager PRG</p>	<p>Ongoing</p>
<p>20% said that they were not aware of how the appointment system worked. Although this has increased from last year the PRG still felt it was important to to improve this further. 13% were not happy with the appointment system.</p>	<p>Practice to implement an escalation procedure for reception to inform GP on Call and Manager when appointments reach a recommended point.</p> <p>Practice to create a 1 side information leaflet on how the appointment system works. To be handed out to all patients that visits the surgery.</p> <p>Practice to participate in Extended Winter Pressure Enhanced Service providing an additional 3 hours of clinic time outside of practice hours to easy appointments throughout the winter period. (Ends 31.03.14)</p>	<p>Practice Manager</p> <p>Practice Manager and Team PRG</p> <p>Practice Manager and Team</p>	<p>February 2014</p> <p>April 2014</p> <p>January to March 2014</p>

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Priority for Action	Proposed Changes	Who needs to be involved?	What is an achievable time frame?
	Practice to distribute the 'Feeling Unwell' leaflet to patients advising them of the different services they can access for different illnesses.	Practice Manager and Team	January to March 2014
Comments on the survey in relation to length of time waiting to be seen by the GP. Although this was address last year. The PRG felt a more robust system was needed.	Review the system whereby reception clearly communicate to the patients in the waiting room if the clinic is running late	PRG Practice Manager and Team	May 2014
Comments relating to the décor of practice building.	Continue to refurbish building in line with practice premise plan. Apply for funding from wider NHS when available.	Partners Practice Manager	Ongoing