

Guardian Medical Centre

Local Patient Participation Report 2012 / 13

This report summarises the development and outcomes of Guardian Medical Group Patient Reference Group (PRG) in 2012/13.

It contains:

1. Profile of the PRG.
2. Priorities for the 2012/13 patient survey and how they were agreed with the PRG.
3. Method and results of patient survey.
4. How the survey findings were discussed and changes agreed with the PRG.
5. Action plan agreed with the PRG.
6. Confirmation of opening times

1. Profile of the PRG:

On the 27th March 2013 the practice list size was at 9156. The population is fairly evenly split male to female ratio, this is not reflected in the PRG profile with 10 female members and 5 male members with an age range of 40 – 81 years.

We have found it difficult to recruit outside of this age range but have taken the following steps:

- ◆ Activated the Patient Participation page on our website
- ◆ Continue to send written invitations to those patients highlighted by clinical staff
- ◆ Publicised the Patient Participation Group on the website
- ◆ Made sign up forms available online on our practice website
- ◆ Asked GP, Nurses and receptionists to encourage patients to join the group

Age range:

18 – 54 years = 0

40 – 55 years = 6

56 – 81 years = 9

82 years + = 0

2. Priorities for the survey and how they were agreed with the PRG:

As a result of previous year's survey and following feedback from patients regarding access, the Practice had recently changed its appointment system, we have:

- ◆ Improve accessibility for patients by introducing 2 open surgeries per week
- ◆ Increased the number of pre bookable appointments
- ◆ Introduced telephone appointments

3. Method and results of patient survey:

The recent changes to the appointments system were discussed and patient comments and complaints taken into consideration, since the changes were implemented. It was agreed that this would be the main area for review.

A questionnaire was devised (appendix 1) and discussed with the PRG, once agreed the questionnaire was distributed to those patients attending the Practice over a one week period January 2013, over 100 patients responded and the results are as follows:

- 57% Option 1 To keep the appointment system as it is
- 28% Option 2 Increase the number of pre bookable appointments by 20%
- 19% Option 3 Increase the number of pre bookable appointments by 50%

4. How the survey findings were discussed and changes agreed with the PRG:

The results were discussed with the PRG in a meeting on 7th February 2013, as patients had opted to keep the current appointments system, those present agreed further areas for discussion which set out in the plan below:

5. Action plan agreed with the PRG:

You said...	We did...	The result is...
Promote services offered	Regularly update website Develop newsletter	Website updated Newsletter published via website and available in the Practice
Customer services	Reviewed customer service we deliver Uniforms / Name badges	Update training session for Reception staff Uniforms / name badges ordered expected date of arrival May 2013.
Brighten up the waiting areas	Involved local school in artwork competition, to be displayed in the Practice	Artwork submitted awaiting next PRG for judging

7. Confirmation of opening times:

The opening times have not changed they are:

Monday 8am – 6.30pm

Tuesday 8am – 6.30pm

Wednesday 8am – 6.30pm

Thursday 8am – 6.30pm

Friday 8am – 6.30pm

One late night surgery per week.

Appendix 1

Guardian Medical Centre

Appointments System – We would like your opinion

Following recent feedback from patients regarding the current appointment system, we have reviewed the allocation and booking processes and propose one of the following 3 options which we feel represent your collective views.

Responses from the survey will be collated and results of the chosen option will be placed on our website www.guardianmedicalcentre.co.uk and on posters in the surgery.

It is anticipated that the chosen option will be implemented on Monday 4th February 2013.

Option 1 - Stay as we are	
To clarify: 40% pre bookable appointments (booked up to 2 weeks in advance) 60% of appointments booked on the day from 8.30am Duty doctor for emergency appointments after 2pm 2 open surgeries a week (Monday and Thursday morning from 8.30am – 10am) 1 Late night surgery per week (reserved for workers)	
Benefits: <ul style="list-style-type: none">· Those requiring appointment on the same day are likely to get an appointment, dependent upon demand· Keep DNA's to a minimum	Risks: <ul style="list-style-type: none">· Appointment may not be with doctor of choice· Telephone busy at 8.30am, may take a while to get through

Option 2

To clarify:

60% pre bookable appointments (booked up to 2 weeks in advance)

40% of appointments booked on the day from 8.30am

Duty doctor for emergency appointments after 2pm

2 open surgeries a week (Monday and Thursday morning from 8.30am – 10am)

1 Late night surgery per week (reserved for workers)

Benefits:

- More opportunity for pre bookable appointments
- Easier to plan ahead, particular for those with work / family commitments
- Patients able to plan non urgent appointments

Risks:

- Reduced opportunity for book on the day appointments
- Increase in DNA which leads to wasted appointments

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Option 3

To clarify:

80% pre bookable appointments (booked up to 2 weeks in advance)

20% of appointments booked on the day from 8.30am

Duty doctor for emergency appointments after 2pm

2 open surgeries a week (Monday and Thursday morning from 8.30am – 10am)

1 Late night surgery per week (reserved for workers)

Benefits:

- Greater opportunity for pre bookable appointments
- Easier to plan ahead, particular for those with work / family commitments
- Patients able to plan non urgent appointments
- Increased chance of seeing the doctor of your choice

Risks:

- Reduced opportunity for book on the day
- Increased DNA's which leads to wasted appointments