

Dr Sood's Practice
Heston Health Centre
Cranford Lane, Middlesex, TW5 9ER

Patient Participation Group Report
2011-12

Introduction

Since the introduction of Patient Participation DES (Directed Enhanced Service) in this year, the practice has actively encouraged patients to join the Patient Reference Group (PRG). We have developed an "expression of interest form" to be completed by patients willing to join the group. The forms have been distributed to patients at the practice. We have also put a poster in the waiting area.

Practice has distributed the expression of interest forms to everyone during for 1 month period (October 2011). We have tried to encourage all different age groups, sex, ethnic group, carers, patients with disabilities, different working class, etc. Finally 10 patients have completed the expression of interest forms. When we invited them to the first meeting only 4 patients were interested to be part of this PRG. Therefore we have finalised these 4 names for the PRG 2011-12.

Practice Profile

Current practice list size is 2160 (As on 01.10.2011).

- We have 977 males and 894 females.
- Age 0-5 : we have 32 patients
- Under 65s : we have 1871 patients
- Age 66 – 75: we have 160 patients
- Age 76+ : we have 131 patients

We have different ethnic groups registered with our practice. Majority of the practice population is Asian patients.

The percentages of the ethnic origins of total practice population would be approximately as below.

- Asian / British Asians : 50%
- Caucasians: 30%
- Black / mixed : 10%
- Europeans / other : 10%

PRG Profile

We have tried to keep the group profile same as practice profile. However as we only had 4 patients who were ready to be part of this group, we had no choice.

We have taken all 4 patients into the patient participation group.

The practice PRG profile is as below:

Total group members: 4

- Asians : 3 and Caucasians: 1
- Males 1, and females 3

Patient Survey

The principal GP Dr Sunil Sood, practice manager Meera Sood and other practice team has met the group on 06.12.2011 to discuss the areas of improvement and also to finalise the questions for patient survey form.

Previous year's survey forms and results have helped us to start the discussion and given us ideas to develop the patient survey form for this year's survey.

Following this meeting with patient group, we had finalised the patient survey form with 6 questions which were suggested by the PRG group.

We have distributed 50 survey forms to all the patients for 2 weeks period in January 2012. All the completed survey forms have been analysed to find the results and outcomes.

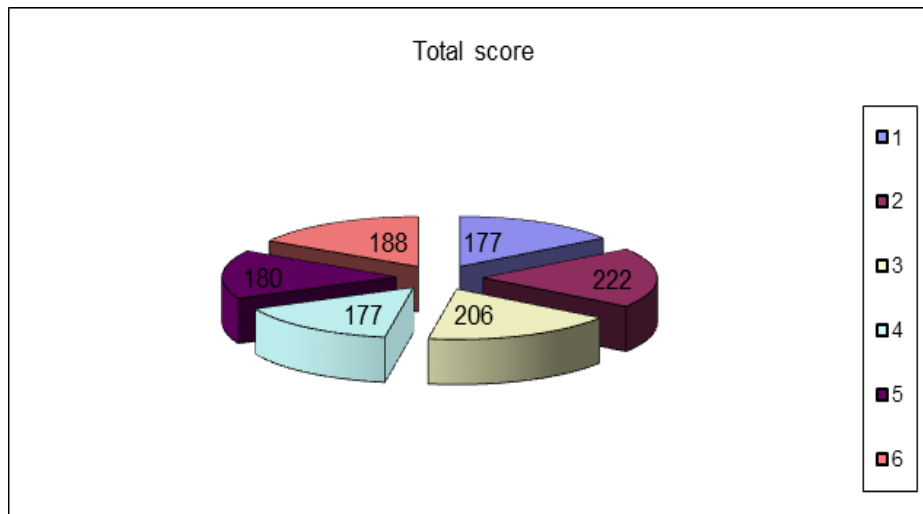
Survey Questions

1. Getting through on the telephone
2. Helpfulness of the reception staff
3. Repeat prescription ready on time (48 hours)
4. Obtaining test results
5. Waiting time to be seen by a GP (when arriving with an appointment)
6. Satisfaction with opening hours of the surgery

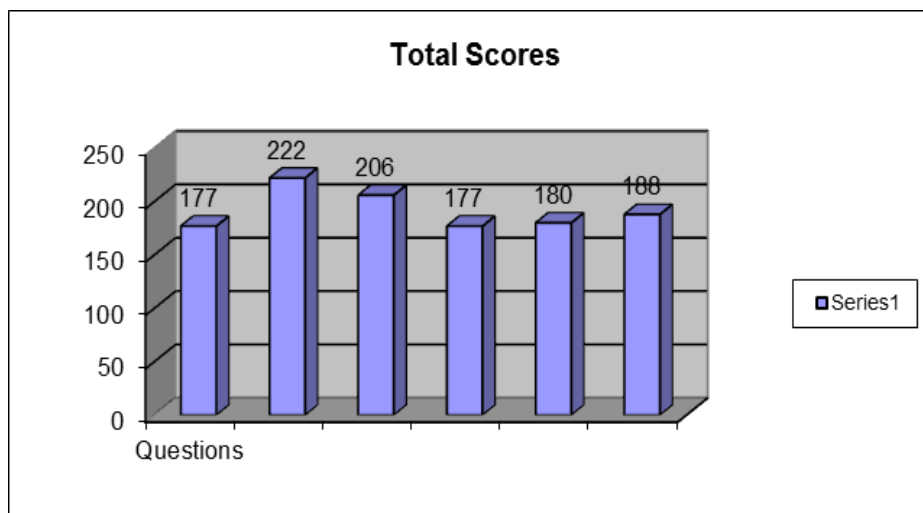
Survey Results

- 50 patient survey forms completed
- 6 questions were included in the survey form
- Each question had a rate ranging from 1 to 5, one being poor to five being excellent
- All the results of the survey forms were added to a spread sheet to analyse the results

Pie chart of the practice survey results



Bar chart of practice survey results



Overall the results of the survey were very satisfactory.

As shown on the above charts, the practice has scored less in question 1 and question 4. We have taken these 2 areas into consideration for the improvement and wanted to develop an action plan and discuss with PRG.

Question 1 was "getting though on the telephone" and Question 4 was "obtaining test results".

Getting through on the telephone

As we have one reception line, it does seem to be the busiest during 8.30 to 9.30am and in the evenings from 3.30 to 4.30pm. This is because patients are phoning to book an emergency appointment on the day. Due to resources available, it is impossible to add another reception line, but through patient education, leaflets, posters and practice website – we can suggest that patients who wish to book routine appointments and wish to speak to the doctor, ask for routine results they do not call during the above times. Therefore, this will enable those patients who wish to book an urgent appointment with the doctor on the day will be able to get through on the telephone.

Obtaining test results

Patients found it difficult to get the results of their blood test, urine, scan and x-rays etc from the receptionists.

It was discussed that some results take some time to come to the surgery; also we do tell patients if the doctor has marked the results “Normal – no further action to take”. If the doctor has marked the results to be “see doctor – make an appointment” we do book an appointment for the patient. If there is any concern from the either the patient or the doctor regarding results – message is taken and the patient is informed either by telephone or letter.

We aim to advertise in the waiting area, what times patients should ring to book urgent appointments and routine appointments also on the website.

Patients should call after 10.00am to obtain results, if there are any major concerns from the doctor – he always phones the patient directly.

Action Plan

Area to be addressed and How ?	By who ?	By when ?	Reviewed / completed
<u>Getting through the phone</u> Practice to attend the phone calls from second telephone line (admin line) during the peak times	M.S.	31.03.2012	Completed
<u>Obtaining test results</u> To put a poster waiting area on "How to get your test results?" which will explain patients on getting their results.	M.S.	31.03.2012	Completed
<u>Obtaining test results</u> To add details on "How to get your test results?" on the practice website.	M.S.	31.03.2012	Completed
<u>Getting through the phone & Obtaining test results</u> An automated message to explain patients on "How to get your test results?" on telephone (to call during off peak time i.e. between 10am and 3pm)	S.S.	31.05.2012	Reviewed in march 2012

The action plan has been discussed and agreed with patient group in the meeting held on 13.03.2012. The survey results and action plan will be published on practice website and practice waiting area.

Practice Opening Times

Monday – 8.30 a.m. – 6.30 p.m.

6.30 p.m.—7.30 p.m. (extended hours – Mondays only)

Tuesday – 8.30 a.m. – 6.30 p.m.

Wednesday – 8.30 a.m. – 1.30 p.m.

CLOSED IN THE AFTERNOON

Thursday – 8.30 a.m. – 6.30 p.m.

Friday – 8.30 a.m. – 6.30 p.m.

The practice is closed on Saturdays, Sundays and on public holidays.

Telephone Advice

The doctor can offer telephone advice. The best time to call is after morning surgery between 11 a.m. and 12 p.m.

Emergencies/Out of Hours

If you need any medical help when the surgery is closed, which can not wait for the next working day, please contact Harmoni on 0300-130-3019 . You can also ring 0208 630 3410 for more information.

NHS Direct Tel:0845-4647

(for nurse-led telephopne advice)