



PATIENT PARTICIPATION REPORT 2013/14

Practice Code:

C84704

Practice Name:

BEECHDALE SURGERY

An introduction to our practice and our Patient Reference Group (PRG)

The PRG was established in 2011 by Dr Hage. There are nine patients who have joined the PRG the practice is at present looking for new patients to join the PRG. The practice advertises on our website/information board and there is an information folder in the reception area which has all the information on the PRG. We hold meetings every three months where there is a wide range of topics which are discussed. The meetings normally take one – two hours. The practice manger is responsible for the management of the PRG.

Establishing the Patient Representative Group

This shows how the practice has tried to ensure that the PRG is representative of the wider practice population. Information is provided here on the practice and PRG profile.

	Practice population profile	PRG profile	Difference
Age			
% under 18	204%	0%	
% 18 – 34	179%	0%	
% 35 – 54	224%		
% 55 – 74	181%	1%	
% 75 and over	243%	0%	
Gender			
% Male	104%		
% Female	96%		
Ethnicity			
% White British		8	

% Mixed white/black Caribbean/African/Asian			
% Black African/Caribbean			
% Asian – Indian/Pakistani/Bangladeshi		1	
% Chinese			
% Other			

These are the reasons for any differences between the above PRG and Practice profiles:

The practice is proud of its ethnic diversity and has patients from the Afro-Caribbean, Pakistani, Indian, Sri Lankan, Bangladeshi, Pilipino, Chinese and eastern European nationalities.

The practice has recruited three patients within the year and we are currently looking for more patients to join the PRG

In addition to the above demographic factors this is how the practice has also taken account of other social factors such as working patterns of patients, levels of unemployment in the area, the number of carers:

The practice is aware that patients who are retired and also non workers such as house wives have more time to commit to the patient reference group. We have recruited a shift worker who is able to attend some of the meetings. We have considered ethnic diversity, age and gender in recruiting patients to the patient reference group and we have sign in the waiting including a screen message which invites and welcomes patients to join. This having been said the practice is aware that the majority of patients in the patient reference group are older as they have more time to commit.

This is what we have tried to do to reach groups that are under-represented:

The practice plans to continue to advertise and encourage its patients to consider joining the PRG in order to gain a wider range and ethnicity representation of its members.

The practice advertises the PRG on its website requesting for new members. There is an information folder for patients to read which is situated in the reception area. The information in the folder explains all about what happens at meetings how the join

Setting the priorities for the annual patient survey
This is how the PRG and practice agreed the key priorities for the annual patient survey

The priorities were discussed at the last meeting of the patient reference group the PRG identified

that recruitment of permanent post to replace Dr Hage was a top priority and had been achieved. The second priority was easy access to the GPs particularly through same day appointments and this was agreed as a key action point for the practice. The third action point pertains to electronic communication via email and prescribing which is another key task for the practice. The practice and the PRG were delighted with results of the patient survey which essentially identified that 80% of the patients felt that the opening times were convenient and that it was easy for them to get an appointment. 80% agreed that generally the receptionists were helpful and that 90% were generally satisfied with the ease of making an appointment. Over 70% said that they would recommend their GP surgery to someone who had joined the area. The patient survey results were discussed at the February meeting of the patient reference. The key issues that were considered were the approachability of reception, opportunities to use electronic appointments access and electronic prescribing and the possibly to email the GPs. The opportunities for patients to have same day appointments were also identified.

Designing and undertaking the patient survey

This describes how the questions for the patient survey were chosen, how the survey was conducted with our patients and includes a summary of the results of the survey (full results can be viewed as a separate document)

How the practice and the Patient Reference Group worked together to select the survey questions:

The questions are to a significant extent a reflection of the priority areas but there are however additional questions in the survey which are specific to the practice, specific to commissioning and specific to the future of primary care and contract changes.

How our patient survey was undertaken:

The practice survey was undertaken in December 2013

Summary of our patient survey results

Is your GP surgery currently open at times that are convenient for you?

Yes 53 82%
No 10 16%
Don't know 2 2%

Generally, how easy is it to get through to someone at your GP surgery on the phone?

Very easy 17 25%
Fairly easy 34 51%
Not very easy 13 19%
Not at all easy 3 4%
Haven't tried 1 1%
Easy (total) 51 76%

How helpful do you find the receptionists at your GP surgery?

Very helpful 22 34%
Fairly helpful 26 39%
Not very helpful 12 18%
Not at all helpful 5 7%
Don't know 1 2%
Helpful (total) 49 73%

Overall, how would you describe your experience of making an appointment?

Very good 17 27%
Fairly good 23 37%
Neither good nor poor 15 23%
Fairly poor 4 6%
Very poor 4 6%
Good (total) 40 64%

Would you recommend your GP surgery to someone who has just moved to your local area?

Yes, would definitely recommend 28 42%
Yes, would probably recommend 19 28%
Not sure 8 11%
No, would probably not recommend 7 11%
No, would definitely not recommend 4 6%
Don't know 1 2%

Analysis of the patient survey and discussion of survey results with the PRG

This describe how the patient survey results were analysed and discussed with PRG, how the practice and PRG agreed the improvement areas identified from the patient survey results and how the action plan was developed:

The PRG has met to discuss the survey.

The key improvement areas which we agreed with the PRG for inclusion in our action plan were:

The agreed improvement areas are

- The introduction of electronic appointment access.
- The introduction of repeat prescriptions.

We agreed/disagreed about:

There was no disagreement regarding the progress of the surgery.

ACTION PLAN

How the practice worked with the PRG to agree the action plan:

The practice met with the PRG to discuss its objectives and agree an action plan.

We identified that there were the following contractual considerations to the agreed actions:

We did not identify and contractual barriers to the action plan other than the development of technology of the practice through the health informatics service and roll out of system one. We discussed the patient concerns about Care. Data which is currently being discussed at the department of health.

Copy of agreed action plan is as follows:

Priority improvement area Eg: Appointments, car park, waiting room, opening hours	Proposed action	Responsible person	Timescale	Date completed (for future use)
Electronic Prescribing	The surgery is migrating over to a new medical system	A Magee Practice Manager	4 months	30/6/2014
Electronic Communications for booking of appointments	The surgery is migrating over to a new medical system		1 year	1.4.2015
Text messaging reminder service of appointments	The surgery is migrating over to a new medical system	A Magee Practice Manager	4 months	30/6/2014

Publication of this report and our opening hours

This is how this report and our practice opening hours have been advertised and circulated:

The Patient Participation Report will be posted on to the practices website. The practices opening hours are advertised on our website and in our practice information booklet. Our website is updated on a regular basis by the Practice Manager. A copy of the report will be available in the surgery's reception area for all patients to read. There is a suggestion box for all patients to leave any comments or suggestion they may have. The practice will discuss all suggestions/comments at their monthly team meetings. Any changes made the surgery will inform patients by using our website, information booklet and through the PRG.

Opening times

These are the practice's current opening times (including details of our extended hours arrangements)

Reception Hours

Monday,	8.30am—8.00pm
Tuesday, Wednesday, Friday	8.30 am—6.30 pm
Thursday	8.30 am—12.30pm