

# PATIENT PARTICIPATION REPORT

## 2013/14

**Practice Code:**

C84680

**Practice Name:**

RHR Medical Centre

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

RHR Medical Centre is a friendly practice based in Strelley, committed to providing quality care to our Practice Population. We have Dr. K. Sharma who is principle Main GP and recently employed Dr. T. Sivakumar as GP Salaried working 2 and half days per week, We have Dr. N. Bassi working two days a week and Dr Tiwari Working Thursday Mornings.

We have 2 Nurse's (one on maternity) who deal with Chronic Diseases Management including Asthma, COPD, CHD, Child immunisations, cervical smears, Contraception,

We have a Health Care assistant who takes bloods, blood pressures, Treatment room such as wound checks, removal of stitches, CVD's check, Health checks, ecg's

We have a Practice Manager who deals with the running of the surgery, making sure we have enough doctor and nurse hours for the patients, making sure Reception is covered all the time

We have 6 Reception staff that cover reception from opening to closing time and are fully trained to deal with our patients.

All staff at the RHR Medical Centre are kept up-to-date on regular training in their Protected Learning Time allocated by the Nottingham CCG

We have recently set up new Website and and engaged in a Patient Participation Group, advertising on our Patient Screen and posters but firstly asking our patients who would be interested joining but we had very little response but hopefully at our next meeting there might be more patients attending.

In our PPG we have 4 patients, we have one patient who previously came to our PPG, and was on the committee for the local housing association, one patient who is joining the committee and will be becoming a counsellor for local burrow, and the other patients are a couple who have been our patients for many years.

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**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
<b>Age</b>			
under 18	1009	0	0
18 – 34	733	0	0
35 – 54	727	1	726
55 – 74	333	3	330
75 and over	93	0	0
<b>Gender</b>			
Male	1407	1	1406
Female	1488	3	1485
<b>Ethnicity</b>			
White British	361	4	357
Irish	4	0	
Mixed white/black Caribbean/African/Asian	208	0	
Black African/Caribbean	169	0	
Asian – Indian/Pakistani/Bangladeshi	6	0	
Chinese	3	0	
Other	1	0	

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

The reason for the differences between the above is the lack of interest from our patients to come and join our Patient Participation group although we have advertised in the surgery and at various chemists, Our group is open to all our patients but we don't have that many ethnic patients

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:

RHR Medical Centre as a high deprived population with high unemployment in the area. We have single parents with a high number of under 5's registered with us with child safeguarding issues, We have a high level of patients with anxiety and depression due to social circumstances

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

When we first gave patients a questionnaire to see who was interested in joining our group which was placed in our Reception Area, we only had 3 replies back – one who as now left our practice and the other two patients – one works and other as retired, we did organise our meeting for around 4.30 so that everyone who was unemployment or worked might be able to attend. We did discuss the timings at the meeting and our members did say that 4.30 in the afternoon was good for attending

We have advertised the PPG in our reception area and on Patient information screen in the reception and also given posters to the local community housing counsellor to post in the local housing office for housing association and also on our Website We are trying to recruit new members all the time

### **Setting the priorities for the annual patient survey**

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

When we meet for our meeting we discussed questions they would like us to put in a survey, it was general questions and decided to keep it simple and ask about the surgery such as appointments, how do the patient feel about the quality of service, are they happy with the doctors/receptionist, do they want a newsletter.

### **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 PPG meeting recently discussed what questions to put in the survey which was basic patient questions like appointments opening times, would patients like additional hours, urgently of a doctor, do they like to see same doctor, quality of service, new services patients would like to see and we welcome comments and suggestions.

How our patient survey was undertaken:

We asked our reception staff to give out patient survey when patients came for their appointments over a week period to see what the feedback would be, all surveys were anonymous and patients were asked to complete and give back to receptionist after the consultation with Doctor or Nurse.

Summary of our patient survey results:

Out of 30 patient surveys given out we only received 16 back completed.

Here are some of the questions asked and the feed back

We asked how did they rate the hours that our practice were open

Fair – 6

Good – 8

Excellent 2

What additional hours would you like the practice to be open

Early Morning - 3

Lunchtimes - 1

Evenings - 4

Weekends - 6

None- 2

If you need to see a GP urgently can you normally get seen on same day

Yes - 8

No - 4

Never Tried – 4

How did you rate your consultant with the doctor

Poor 0

Fair - 0

Good - 10

Excellent - 5

Not applicable - 0

The quality of care provide

Poor - 0

Fair – 1

Good – 12

Excellent – 3

Not applicable - 0

How you rate the Nurse at the Practice

Poor --0

Fair - 2

Good - 10

Excellent - 4

Not applicable – 0

Which GP do you see majority of the time.

Dr K Sharma – 7  
Dr. N. Bassi – 8  
Dr. T> Sivakumar – 0  
Dr, A, Tiwari - 0

We will carry on giving the patient survey out on regular basics and we have also placed a copy on our Website for patient who is using our website to print off and complete.

### **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:

How the practice analysed the patient survey results and how these results were discussed with the PRG:

Once all completed surveys were all given back and collated, we have arranged to set up another meeting with more patients next time to discuss the findings.

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

The survey found that most patients who completed the survey are happy with our service by the Doctors and Nurses', most patients would like the surgery open at weekends. Our survey also stated that most patients see Dr Sharma and Dr. Bassi which in our opinion are the main doctors and with Dr. Sivakumar only just started we feel in a couple of months we will have more patient coming back to see her.

We agreed/disagreed about:

We agreed to look at informing patients more about things happening at the surgery due to most of patients who don't regularly come of our services and out of hour's services, where to go if medical need help when surgery is closed.

We discussed that sometimes patients come with more than one problem and don't know they can make double appointments to see doctor.

We were asked by a member is it not possible to have a finger prick test for Anti-coagulation patients with poor veins to have the finger prick here instead of only the hospital

### **ACTION PLAN**

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

The practice and the PPG agreed to continue to work and develop around the needs of the patients. Members to inform other patients of our PPG so our patients have more say of what their needs are

We identified that there were the following contractual considerations to the agreed actions:  
There were none identified at this stage

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)
Appointments	Promote Website with appointments times, our opening hours,	Yvette Brighton	3 months	23.6.2014
A & E Department	We already have Traffic light posters in reception area and is also on website but try and see why some patients are still going there	Yvette Beighton	3 months	23.6.2014
Nurse Prescriber	Discuss with PPG trying to recruit Nurse Prescriber so we can offer more appointments and triage with the growing demand	Yvette Beighton	3 months	23.6.2014
Newsletters	Start and promote newsletters every 3 months	Yvette Beighton	3 months	23.6.2014

**Review of previous year's actions and achievement**  
We have summarised below the actions that were agreed following the patient survey 2012/13 and whether these were successfully completed or are still on-going and (if appropriate) how any have fed into the current year's survey and action plan:

**“You said ..... We did ..... The outcome was .....”**

**With regards to our previous PPG meeting for which we only had 2 at the most members, were the same things were discussed at all the meetings, we tried to recruit more members but with our surgery being in a deprived area and a lot of single parent patients we couldn't get a actively PPG meeting going**

Where there were any disagreements between the practice and the PRG on changes implemented or

not implemented from last year's action plan these are detailed below:

**N/A**

### **Publication of this report and our opening hours**

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

This report will be published on our Practice website and a notice in the reception area saying there is a copy of report and the minutes in our reception, there will also be notification of the PPG meetings in our New Newsletter which should be underway by May 2014

### **Opening times**

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

This is confirmation of RHR Medical Centre Opening hours:-

Monday – 8.00 am – 6.30pm

Tuesday – 8.00 am – 8.00 pm – Extended hours

Wednesday 8.00 am – 6.30pm

Thursday – 8.00 am – 2.00 pm

Friday - 8.00 am – 6.30pm