

MELTHAM ROAD SURGERY

PATIENT PARTICIPATION

DIRECT ENHANCED SERVICE REPORT

MARCH 2012

1: DEVELOPMENT OF A PATIENT REFERENCE GROUP

We have worked very hard to ensure that our Patient Reference Group (PRG) represents the cross section of our practice population. Posters were put in the waiting room, other centres i.e. local mosque asking for interest. Coloured canvassing slips were made available at the reception desk. In order to attract young, Asian females, one of our staff members actively approached all mothers attending the antenatal and infant welfare clinics. All clinical and administrative staff were asked for potential group members.

At present our PRG has 11 members

BF aged 77 male Caucasian

BF aged 74 female Caucasian

MW aged 72 male Caucasian

JC aged 75 male Caucasian

MF aged 63 female Caucasian

GH aged 75 male Caucasian

CF aged 63 female Caucasian

PK aged 59 female Caucasian

FS aged 40 female Asian

JC aged 55 female Caucasian

PF aged 58 male Caucasian

It is recognised that we need more Asian members and we continue to actively target this group for interest. One member, FS has agreed to approach her friends and also to 'advertise' in the Victoria Road, Lockwood Mosque for interest.

Two staff members have been allocated responsibility to recruit to and provide admin support to the PRG.

We will continue to actively seek interest from young Asian and Caucasian men and women through the Infant Welfare Clinic and direct approach by Dr Aggarwal and staff (KS and CG)

2: AGREEMENT WITH PRG ON AREAS OF PRIORITY.

A meeting with the PRG was held to agree areas of priority to be included in a local practice survey.

These were:

- 1) Telephone access to the surgery
- 2) Confidentiality in the reception area
- 3) Waiting times in the surgery
- 4) Satisfaction with opening hours
- 5) General satisfaction with the care

3: PATIENT SURVEY.

A questionnaire was agreed with the PRG and was given out at the reception desk by administrative staff. The questionnaire was a modified version of the National Patient Survey. Over 200 responses were collected.

4: DISCUSSION OF SURVEY FINDINGS WITH PRG.

A meeting was held with the PRG to discuss findings of the survey and other issues that had arisen from informed suggestions.

The Community Pharmacy Contracts Manager of the P.C.T. also attended the meeting to consult with the PRG on a request from a nearby community pharmacy to change their opening hours.

The following was discussed:

- 1) Swann Pharmacy's application to change their opening hours was supported on the basis that it offered additional pharmacy time in the area.
- 2) The audio call system in the waiting room was sometimes difficult to hear due to background noise.

- 3) The front entrance doors were not automatic opening and could be difficult for wheelchair users, prams or disabled.
- 4) Some patients were not aware of the 'special expertise' of doctors and nurses in the practice.
- 5) Most people were satisfied with the opening hours of the practice.
- 6) Satisfaction rates with doctors, nurses and general care is high.
- 7) Car parking lines have deteriorated and difficult to see.
- 8) Some signs in the waiting room were not very clear.

5: ACTION PLAN

The following action plan was agreed.

- 1) Install a "Jayex" LCD display board in the waiting room to call patients as well as give health information.
- 2) The practice to change front entrance doors to electric sliding doors.
- 3) More signage to be placed in the waiting room details were agreed.
- 4) A display board to be created in the waiting room with photographs of doctors and nurses listing their special interest.
- 5) Repaint car parking lines and disabled bays in the car park.
- 6) Display more clearly in the waiting room the numbers of patient who do not keep their appointments and how much doctors and nurses time this had wasted.

Responsibilities were delegated to each of the action points. A meeting will be arranged with the PRG to report back progress on the action plan.

6: PROGRESS MADE ON THE ACTION PLAN

You said	We did	The result is
You wanted a visual Display when called into a Doctors room.	Installed a 'Jayex' display board In the waiting room	Patients can now be called by audio or visual signal or both
Signs in the waiting room were unclear	New signage on order (wording agreed with PRG)	
Car parking lines Were fading	New lines have been painted.	Clearer lines and Disabled parking bays
Disabled access a Problem	Electric front doors have been ordered and we await fitting.	
You were concerned about the number of missed appointments and wasted doctor and nurse time.	Improved displays in the waiting room to indicate amount of time lost.	

7: CONFIRMATION OF OPENING TIMES.

We have a high level of satisfaction with our current opening times and hence we have not changed these:

These are:

1: Monday	8.00 a.m. - 6.00 p.m.
2: Tuesday	8.00 a.m. - 8.00 p.m.
3: Wednesday	8.00 a.m. - 6.00 p.m.
4: Thursday	8.00 a.m. - 6.00 p.m.
5: Friday	8.00 a.m. - 6.00 p.m.

Access to the practice and services by personal visit to the surgery or telephone (three incoming lines)

Extended hours are offered on Tuesday evenings when three doctors are available (two male and one female) from 6.30 p.m. – 8.00 p.m.

8: AVAILABILITY OF INFORMATION.

We have made the following aware of our report.

- 1) Members of the PRG
- 2) Practice population – poster in the waiting room and advertised on screen in the waiting room.
- 3) Greater Huddersfield CCG

Report published on our website:

www.melthamroadsurgery.co.uk

PROFILE OF PRACTICE POPULATION & PRG

Practice Population		PRG
Under 16	23%	0%
17 - 24	10%	0%
25 - 34	17%	0%
35 - 44	14%	8%
45 - 54	12%	8%
55 - 64	10%	34%
65 - 74	7%	34%
75 - 84	3%	0%

Ethnicity

20% of our practice population is from the Asian subcontinent, a mixture of Indians, Pakistani's and Bangladeshi's. Our PRG group has only one member (9%) We have had three Asian members express an interest but have not attended meetings. As mentioned before, we will continue to target this group for interest using the methods previously described.

It is also recognised that our PRG is under represented in the younger age groups. It is my intention to advertise more 'strongly' in the waiting room and will also use the newly installed patient information screen in the waiting room.

