

# KINGSTHORPE MEDICAL CENTRE

## Patient Participation DES

# Patient Participation Report 2013/2014

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## **1.Introduction**

The purpose of the Patient Participation Direct Enhanced Service (DES) is to ensure that patients are involved in decisions about the range and quality of services provided and, over time commissioned by the Practice.

Its aims are to encourage and reward Practices for routinely asking for and acting on the views of their patients. This includes patients being involved in the decisions that lead to changes to the services their practice provides either directly or indirectly to other services.

The DES aims to promote the pro-active engagement of patients through the use of an effective Patient Reference Group (PRG) to seek the views from Practice patients through the use of a practice survey.

The outcomes of the engagement and the views of patients are then required to be published as a Report on the Practice Website

This report summarises the development and outcomes of Kingsthorpe Medical Centre Patient Reference Group (PRG) since its formation in 2011.

## **2.PATIENT REFERENCE GROUP**

Since the practice formation of its PPG we have met on a regular basis to discuss what is happening in the practice and at local and national level. This has been a busy year under the directives of Nene Clinical Commissioning Group and NHS England. Our PPG comes under Northampton West Locality which is part of Nene CCG. We are one of seven practices in our locality.

During the past year the PPG has retained much of its membership and have gained new 3 members but lost 2 members. The PPG decided that they wanted to raise funds to be able to purchase the practice a noticeboard to be displayed on the railings so as patients could view any important information i.e. out of hours care and pharmacies. This has been done by having a book stall in the main reception area. This has proved very successful. Please see attached financial record. We have also appointed a treasurer to oversee these finances, Mr Alan Lawes. The practice is participating in the Patient Participation Direct enhanced Services (DES). This is a 2 year DES which was issued in April 2011. The purpose of this DES is to ensure our patients are involved in decisions about the range and quality of services provided and commissioned by our surgery.

### **The Patient Participation Group**

The PPG is still not representative of the practice population with regard to gender and ethnicity. The practice therefore continues to make efforts to recruit members to the PPG and targets, in particular, the age ranges where the PPG is not fully representative of the practice population, i.e. patients aged 15 – 44. To ensure we do have a mixture of ages we have face to face meetings, and also have patients we email with questions and feedback.

The age/sex demographics are detailed below:

0 – 16	1043
17 – 25	682
26 – 36	953
37 – 55	1363
56 – 65	587
66 years and over	806

Our Current Committee is made up of the following age range:

There are currently 8 members

6 of these are between 55 – 74 years

1 is between 35 – 44 years

1 is between 15 – 24 years

The meeting is chaired by Mr Philip Walker.

**Steps Taken to recruit members:**

The practice recruited members by displaying posters and handing out leaflets as well as advertising in the practice newsletter. We have also attended a local community group to try to recruit members. The practice has added information about our PRG on the pre-printed message displayed on repeat medication order slips, within its practice leaflet and newsletter and within its new patient registration packs.

The Group is advertising for new members on the practice website, by poster and in the practice newsletter.

The Practice Leaflet also displays information about our PRG, including opening times which are 8am – 6.30pm, Monday to Friday. During these times you will be able to access a Receptionist who will be able to give you further details of our services we provide.

**Method and Process for agreeing Priorities**

Action Plan and Priorities for 2013/2014

The following were agreed as areas of priority:

- Displaying an up to date notice of what the PRG is about
- Appoint a Treasurer
- Continue fundraising with the Book Stall
- To spread the word of the PRG and have greater patient involvement.
- To ensure all members are kept up to date with the ongoing changes within the NHS both locally and Nationally

**4.DETAILS AND RESULTS OF THE LOCAL PRACTICE SURVEY 2013/2014**

A survey was carried out during February based on the First Practice Management survey template. Therefore we used the format of a professional survey and ensured the questions were impartial. A total of 30 surveys were completed. These were handed out to patients on three specific dates.

The results of the survey are as follows:

	No experience	Poor	Fair	Good	Very Good	Excellent
<b>Access to a Doctor or Nurse</b>						
Speed at which the telephone was answered initially	2	0	1	5	12	13
Speed at which the telephone was answered if call transferred	9	0	0	4	8	10
Length of time you had to wait for an appointment	1	0	4	4	15	8
Convenience of day and time of your appointment	1	0	2	5	10	13
Seeing the Doctor of your choice	1	0	1	4	13	14
Length of time waiting to check in with Reception	2	0	0	3	19	10
Length of time waiting to see the Doctor or Nurse	1	0	2	4	13	12
Opportunity of speaking to a Doctor or Nurse on the telephone when necessary	7	1	0	3	7	12
Opportunity of obtaining a home visit when necessary	14	0	1	2	9	4
Level of satisfaction with the afterhours service	13	0	0	1	2	9

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<b>Prescriptions</b>						
If you use the electronic prescribing between ourselves and a named pharmacist how do you rate this service?	17	0	0	0	3	6
Prescription ready on time	4	0	0	9	8	4
Prescription correctly issued	4	0	0	7	7	7
Handling of any queries	5	0	0	6	10	6
<b>Results</b>						
Were you told when to contact us for your results?	6	0	0	1	7	13
Results available when you contacted us	3	0	0	0	12	11
Level of satisfaction with the amount of information provided	3	1	1	1	8	14
Level of satisfaction with the manner in which the result was given	3	0	1	2	8	14
<b>About the staff</b>						
The information provided by the Reception staff	0	0	1	2	7	18
The helpfulness of the Reception staff	0	0	1	0	7	13
The information provided by other staff	1	0	1	0	8	17
The helpfulness of other staff	1	0	1	0	6	18

<b>Patient Participation Group</b>	<b>Yes</b>	<b>No</b>
Are you aware of the Group?	9	10
Would you like further details?	3	17



**COMMENTS:**

**Various comments were made by the patients completing these reports. They included some of the following statements:**

“Everyone really helpful and understanding”

“Excellent response when dealing with ill baby and response on the phone”

“I really like the fact the phone is answered personally by Reception Staff who are always helpful & polite”

“Happy with the way results are given”

Of those 30 patients who completed the survey the following details were received:

Male – 13

Female – 17

**Ages:**

Under 18 years - 1

18 – 24 years – 0

25 – 34 years – 4

35 – 44 years – 2

45 – 54 years – 5

55 – 64 years – 5

65 – 74 years – 10

75 – 84 years - 3

**Ethnicity:**

British - 25

White Other - 2

Indian -2

Other Black Background - 1

**5. FINANCIAL REPORT**

**KINGSTHORPE MEDICAL CENTRE**

**PATIENT PARTICIPATION GROUP – BALANCE SHEET**

<b>Description</b>	<b>Date</b>	<b>Credit</b>	<b>Debit</b>	<b>Balance</b>
Opening Cash Balance	26/11/2013	£86.85		£86.85
Cash from book sales	28/11/2013	£48.50		£135.35
Cash From book sales	04/12/2013	£8.71		£144.06
Interest	31/12/2013	£0.03		£144.09
Tax	31/12/2013		£0.01	£144.08
Cash from Book Sales	24/01/2014	£13.80		£157.88
<b>Current Balance</b>				<b>£157.88</b>

**6.AGREEING AN ACTION PLAN WITH OUR PATIENT PARTICIPATION GROUP**

A meeting was held with the PRG to agree on the following action plan. These areas were discussed at length and the outcomes are as follows:

<b>Action 1</b>	Increase awareness of the PPG	Date action by: ongoing
<b>Action 2</b>	Set priorities for purchases	Date of action: Ongoing
<b>Action 3</b>	PPG attendance at Locality meetings and more representation from the Locality	Date of Action: 31 <sup>st</sup> March 2014

**6. PUBLISHING THE LOCAL PATIENT PARTICIPATION REPORT 2013/14**

The report which shows the results of the survey will be published in the following ways:

- NHS Choices website
- On the practice website <http://www.kingsthorpemedicalcentre.co.uk>
- A display in the waiting room
- Hard copies of report in waiting room
- Copies given to members of the PPG

**7. PRACTICE DECLARATION**

The practice confirms that this report is a true and accurate reflection of the works undertaken as part of the Participation DES 2011/13

Signed and submitted to NHS England and published on the Practice and choices website on behalf of the Practice By:

PAULINE NORMAN (Practice Manager) Signed: Pauline Norman

Dated: 3<sup>rd</sup> March 2014