

PATIENT REPRESENTATIVE GROUP REPORT – MARCH 2012

PATIENT REPRESENTATIVE GROUP

WHAT IS THE PATIENT REPRESENTATIVE GROUP (PRG)

‘The new Patient In Partnership (PIP) group at Bosworth Medical Centre first met on 18th January 2012. The group is a mixture of Patients that are willing to meet a couple of times a year and patients that are purely virtual i.e. would like to be kept informed via email/letter.

Our aim is to find out the views of as many of our patients as possible, by email or group meetings. Information and feedback from patients is essential to allow us to develop and improve the services we deliver, it also helps us to ensure that any changes that are being made are patient focused.

We hope that our group will help ensure that the views of our patients are adequately represented, especially now in this time of huge change for the NHS.

The PIP is an open membership group that encourages involvement and attendance from all areas of the practice community’

PRG AND PRACTICE PROFILE

Demonstrating how a Patient Reference Group is Representative				
Practice Population Profile		PRG Profile		Difference
Age				
% Under 16	23.3%	% Under 16	0%	-23%
% 17-24	12.5%	% 17-24	0%	-12.5%
% 25-34	13.5%	% 25-34	11.7%	-1.8%
% 35-44	13.7%	% 35-44	5.8%	-7.9%
% 45-54	13.1%	% 45-54	11.7%	-1.4%
% 55-64	9.4%	% 55-64	35.2%	+25.8%
% 65-74	8.7%	% 65-74	23.5%	+14.8
% 75-84	4.3%	% 75-84	11.7%	+7.4%
% 85 and Over	1.1%	% 85 and Over	0%	- 1.1%
Ethnicity				

White	White	
% British Group 39.2%	% British Group 88%	+48.8%
% Irish 0.6%	% Irish 6%	+5.4%
Mixed	Mixed	
% White & Black Caribbean 0.8%	% White & Black Caribbean 0%	-0.8%
% White & Black African 0.16%	% White & Black African 0%	-0.16%
% White & Asian 0.1%	% White & Asian 0%	-0.1%
Asian or Asian British	Asian or Asian British	
% Indian 0.1%	% Indian 0%	-0.1%
% Pakistani 0.35%	% Pakistani 0%	-0.35%
% Bangladeshi 0%	% Bangladeshi 0%	0%
Black or Black British	Black or Black British	
% Caribbean 1.18%	% Caribbean 6%	+4.82%
% African 0.6%	% African 0%	-0.6%
Chinese or other ethnic group	Chinese or other ethnic group	
% Chinese 0.1%	% Chinese 0%	-0.1%
& any other 14%	& any other 0%	-14%
Not Stated %	Not Stated %	-14%
42%	0	
Gender		
% Male 49.4	% Male 30%	
% Female 50	% Female 60%	

STEPS TO ENSURE GROUP WAS REPRESENTATIVE/REASONS FOR DIFFERENCE IN GROUP AND PRACTICE PROFILE

We advertised with posters, leaflets, electronic notice board and Newsletter. Reception staff have also handed out over a 100 invites to all patients of varying ages and ethnicity. Clinical staff were also engaged to advertise the PIP and give out leaflets. Email reminders were sent to all staff and this was a regular item at practice meeting. Despite constantly inviting and advertising, we were only able to recruit a relatively small number and we are aware that this may not represent all of our practice demographic and therefore our PIP recruitment campaign continues and is an ongoing process with the group open to all.

PRG FREQUENCY

August 2011	PIP Group initially contacted by letter for suggestion of issues to be incorporated into practice survey
18th January 2012	1st meeting – discussed patient survey and how the group want to function
22nd February 2012	Evaluated results of survey and drew up action plan.

PRG MEMBERSHIP

12 Members

PATIENT SURVEY

AREAS OF PRIORITY & HOW THEY WERE DECIDED

A preliminary survey was handed out to all patients explaining that we were planning a practice survey and asking what they thought our key priorities were and what they thought the most important issues were regarding the practice and the services we provide.

The questionnaire also contained issues raised from complaints to the practice over

the previous years.

The results of this were collated and the top 8 issues were sent via a letter to PIP members for their comments and suggestions. It was decided that the questionnaire should encompass all eight issues. 2011 and some. It was decided that the questionnaire should be no longer than necessary and set out in sections to highlight specific areas of concern.

SURVEY PROCESS

A trial survey was held at the end of November 2011 with 20 patients to ascertain whether the survey was easy to understand and relevant

The patient survey was then carried out during the 2nd 2 weeks in December. Each receptionist was given instruction to hand out the surveys at the front desk, to all patients. Surveys were also on display in the waiting area with advertisement via posters, leaflets and electronic notice board. Staff were instructed to obtain 200 completed surveys.

RESULTS

See attached

DISCUSSION ABOUT RESULTS

At the PIP meeting held on the 22nd February 2012 at the practice, we discussed the findings of the patient survey and what actions could be taken. We also discussed what we were unable to action within the next year. The 3 main actions to come out of the survey were:

Improving Phone Access

Improving access to GP appointments

ACTION PLAN

Action	Task	Timeline
Improving Phone Access	Implement internet booking system – allocate number of routine appointments for advance booking via the internet.	Within the next 3months to contact practice website provider to initiate on-line booking of appointments
	Enable SMS appointment reminder service	PIP meeting in August to evaluate and update where we are To be fully compliant by January 2013
Email non-clinical queries facility	To investigate possible email facility for non-clinical queries	Evaluate use of service by April 2013
	To develop a clear practice policy on queries that can be answered via email	Progress to be discussed at PIP meeting in August To be fully compliant by January 2013
	To develop a practice protocol for answering email queries	Evaluate use of service by April 2013
	To ensure the service is confidential and does not pose a risk to patient safety	

<p>Improving Access to GP Appointments</p>	<p>Increase nursing hours</p> <p>Develop nursing team skill mix</p> <p>Campaign for up-to-date mobile numbers – to allow SMS reminders – patient forms for up to date contact details/consent, Newsletter/notice board promotion</p> <p>Publish monthly did not attend figures(to attempt to reduce the number of wasted appointments) Monthly publication of did not attend figures for GP and Nurse appointments on waiting room notice board</p> <p>Develop SMS appointment cancellation facility</p>	<p>To recruit a new practice nurse by June 2012</p> <p>Promotion to begin now</p> <p>Contact clinical system provider re activation of SMS module by April 2012</p> <p>Evaluation of service by PIP at August Meeting</p> <p>Snr Receptionist to advertise this monthly as from now</p> <p>Contact clinical system provider to investigate if this can be done March 2012, If not investigate other options i.e. practice mobile phone May 2012</p>
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ACCESS

OPENING HOURS

Reception Times

- Monday 08:30 - 12:00, 12:00 - 18:30
- Tuesday 08:30 - 12:00, 12:00 - 18:30
- Wednesday 08:30 - 12:00, 12:00 - 18:30, 18:30 - 20:00 (*Every Wednesday evening reception staff will be available for patients who have pre-booked appointments only*)
- Thursday 08:30 - 13:30
- Friday 08:30 - 12:00, 12:00 - 18:30
- Saturday 09:00 - 11:00*Every Second Saturday (Pre-Booked Appointments Only)*
- Sunday *Closed*

Surgery Times

- Monday 09:00 - 12:00, 15:00 - 18:00
- Tuesday 09:00 - 12:00, 15:00 - 18:00
- Wednesday 09:00 - 12:00, 15:00 - 18:00, 18:00 - 20:00 *Late Evenings Every Wednesday (pre-booked appointments only)*
- Thursday 09:00 - 12:00
- Friday 09:00 - 12:00, 15:00 - 18:00
- Saturday 09:00 - 11:00*Every Second Saturday (Pre-Booked Appointments Only)*
- Sunday *Closed*

EXTENDED HOURS

Wednesdays 6.30pm – 8.00pm

Every second Saturday 9.00am – 11.am

ACCESS TO SERVICES

To book an appointment, please either:

- Call our main switchboard number - 0121 770 4484.
- Visit reception in person

- Appointments for routine problems can be pre-booked up to 4 weeks ahead with a doctor

- More pre-bookable appointments are released on a Monday morning for that week

- All other appointments are released at 08:30am each day

- Patients with EMERGENCY problems will be offered either an emergency telephone call-back or appointment We make every effort to keep to appointment times but there may be occasions when they overrun.

Extended Hours Surgery – We currently offer Extended Hours surgeries on:

- Wednesday Evenings – 6.30pm – 8.00pm
- alternative Saturday mornings 9.00am – 11.00am

Out-of-hours – When the surgery is closed , you can access GP services via Badger

Tel: 766 2100

PUBLICATION OF THE REPORT

The report can be found on our website www.bosworthmedicalcentre.co.uk

Hard copies are also available in Surgery.