

# PATIENT REPRESENTATIVE GROUP REPORT – MARCH 2014/15

## PATIENT REPRESENTATIVE GROUP

### WHAT IS THE PATIENT REPRESENTATIVE GROUP (PRG)

The 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
<b>Age</b>		
% Under 16    22%	% Under 16    0%	-21%
% 17-24       11%	% 17-24       0%	-11%
% 25-34       14%	% 25-34       0%	-14%
% 35-44       12%	% 35-44       0%	-12%
% 45-54       14%	% 45-54       16%	4%
% 55-64       9%	% 55-64       16%	6%
% 65-74       9%	% 65-74       33%	24%
% 75-84       4%	% 75-84       33%	29%
% 85 and Over  1%	% 85 and Over  0%	- 1%
<b>Ethnicity</b>		
<b>White</b>	<b>White</b>	

% British Group	39.2%	% British Group	80%	+48.8%
% Irish	0.6%	% Irish	10%	+5.4%
<b>Mixed</b>		<b>Mixed</b>		
% 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%
<b>Asian or Asian British</b>		<b>Asian or Asian British</b>		
% Indian	0.1%	% Indian	0%	-0.1%
% Pakistani	0.35%	% Pakistani	0%	-0.35%
% Bangladeshi	0%	% Bangladeshi	0%	0%
<b>Black or Black British</b>		<b>Black or Black British</b>		
% Caribbean	1.18%	% Caribbean	10%	+4.82%
% African	0.6%	% African	0%	-0.6%
<b>Chinese or other ethnic group</b>		<b>Chinese or other ethnic group</b>		
% Chinese	0.1%	% Chinese	0%	-0.1%
& any other	14%	& any other	0%	-14%
<b>Not Stated %</b>		<b>Not Stated %</b>		-14%
<b>42%</b>		<b>0</b>		
<b>Gender</b>				
% Male	49	% Male	40%	
% 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, website and Newsletter. Despite constantly inviting and advertising, we are 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 wanted to function
22nd February 2012	Evaluated results of survey and drew up action plan.
3 <sup>rd</sup> October 2012	PIPS Meeting
30 <sup>th</sup> January 2013	PIPS Meeting – New Patient Survey –discussion about any new questions
20 <sup>th</sup> March 2013	Evaluated results of survey drew up action plan
24 <sup>th</sup> July 2013	PIPS Meeting Held
6 <sup>th</sup> November 2013	PIPS Meeting – Patient Survey priorities discussed
26 <sup>th</sup> February 2014	PIPS Meeting – Patient Survey Results discussed
18 <sup>th</sup> June 2014	PIPS Meeting
8 <sup>th</sup> October 2014	PIPS Meeting
4 <sup>th</sup> February 2015	PIPS Meeting

### PRG MEMBERSHIP

7 Members

# **PATIENT SURVEY**

## **AREAS OF PRIORITY & HOW THEY WERE DECIDED**

The PIPS group decided not to run a patient survey this year but to rely upon feedback from the National patient survey, complaints, suggestions & the Friends and Family Test

## **DISCUSSION ABOUT RESULTS**

Taking into account patient feedback/surveys & comments the PIPS group and the practice have agreed to the following areas of improvement during 2015.

1. Improving Communication for the benefit of patients and practice  
Introduction of new Jayex Board to improve visual appointments / notices / promotions  
Promote the online booking system
2. Increase PIP membership  
Aim for a diverse group of patients to enable practice to get a good understanding of their needs  
PIPs group to have access to new Jayex board for promotion of group and any other appropriate cause
3. Improve Telephone Access  
By increasing the online population this will free up telephone lines for those who are not computer literate or do not have access to a computer  
Record new message on telephone system to say that the number dialled is only for patients of Bosworth Medical Centre and callers should re-dial if they require any other service - thereby freeing up telephone lines for patients  
Continue to negotiate with the building owners regarding options available to change current telephone system

## **ACTION PLAN**

Action	Task	Timeline
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<p>1.Improving Communication for the benefit of patients and practice</p>	<p>Installation of New Jayex Television &amp; Jayex check in system</p> <p>Continued promotion of on line booking system using new display</p>	<p>3 months</p> <p>Ongoing</p>
<p>2. Increase PIP Membership</p>	<p>Using new display equipment and promotion by GPs, Nurses &amp; Reception</p>	<p>Ongoing</p>
<p>3. Improve Telephone Access</p>	<p>New Telephone messages to be initiated</p> <p>Promotion of on line booking system</p> <p>Continue to pursue new telephone system with building owners</p>	<p>3 months</p>

## **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 – 19.30 (*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 08:30 - 12:00, 15:00 - 18:00
- Tuesday 08:30 - 12:00, 15:00 - 18:00
- Wednesday 08:30 - 12:00, 15:00 - 18:00, 18:00 – 19.30 *Late Evenings Every Wednesday (pre-booked appointments only)*
- Thursday 08:30 - 12:00
- Friday 08:30 - 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 – 7.30pm

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
- Book online via [www.bosworthmedicalcentre.co.uk](http://www.bosworthmedicalcentre.co.uk)

### **Here's how our new system works for you:**

You ring the surgery when you or your family need to seek advice. The difference is that you no longer need to ring first thing in the morning. The access you receive will be the same no matter when you call.

The reception staff:

- will ask how they may help;
- will confirm your phone number;
- will ask you for a short, simple description of the problem to pass along to the doctor;
- will put your name on your doctor's 'call back' list.

Sometimes it may be appropriate to pass your call first to a member of administrative staff or to one of the nurses. If you still need to speak to a GP, however, your doctor will ring you back.

The doctor will discuss with you the problem or concern and will advise what to do next.

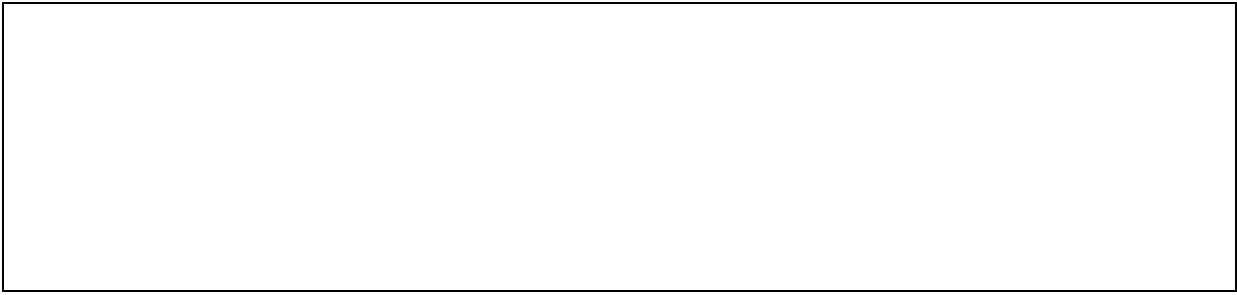
If you and the GP think you should be seen they will agree a time that suits you (the same day if necessary).

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

- Wednesday Evenings – 6.30pm – 7.30pm
- 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](http://www.bosworthmedicalcentre.co.uk)

Hard copies are also available in Surgery.