

## 2012-13 PATIENT PARTICIPATION REPORT

### Silverlock Medical Centre

<p>A description of the profile of the members of the PRG</p>	<p>There are 20 members in the Silverlock PRG. 12 female and 8 male. 2 (20 - 40 yrs), 8 (40 - 64yrs) &amp; 10 (65 + yrs).</p>
<p>The steps taken to ensure that the PRG is representative of our registered patients and where a category of patients is not represented, the steps we took in an attempt to engage that category</p>	<p>We are attempting to build a PRG that is as representative as possible. Since 1st July 2012, when the practice was taken over by AT Medics, we have a new team of clinicians and admin staff who have been working actively to engage a broad cross section of the patient population to participate in the PPG. The following best endeavours have been applied:-</p> <ol style="list-style-type: none"> <li>1. Posters in the waiting area and clinical rooms</li> <li>2. Flyers</li> <li>3. Signs encouraging patients to complete a contact form</li> <li>4. Clinicians interacting with patients encouraging them to participate</li> <li>5. Compiling a mailing list and speaking to patients on the telephone encouraging them to join and participate in the meetings.</li> </ol>
<p>Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey</p>	<p>Collated the responses to the patient survey. Survey compiled with a view to addressing the following: Premises, Saturday Clinics, Reception area and Customer service training, Continuity of GPs, Appointments / Consultation times, Presentation of information.</p> <ol style="list-style-type: none"> <li>1. Survey compiled after taking a feedback from the PPG with regard to the type of questions to be asked.</li> <li>2. Collated the responses of the patient survey using a spread sheet to maximise accuracy of all feedback</li> <li>3. The following areas were identified for the feedback:             <ul style="list-style-type: none"> <li>-</li> <li>a. Premises</li> <li>b. Early and late clinics to include Saturday clinics</li> <li>c. Continuity of GPs</li> <li>d. Appointment &amp; consultation times</li> <li>e. Customer service</li> <li>f. Cleanliness</li> </ul> </li> </ol>
<p>The manner in which we sought to obtain the views of our patients</p>	<p>Survey available as hard copy in the practice. Questions developed based on feedback from patients.</p>
<p>Details of the steps taken by the practice to provide an opportunity for the PRG to discuss the contents of the action plan</p>	<ol style="list-style-type: none"> <li>1. We held a PRG meeting on the 3rd December 2012.</li> <li>2. We discussed and agreed the priority areas of the contents of the survey and the action plan with the PRG</li> <li>3. We discussed the format of the survey and what the priority areas should be in the action plan, with timescales and agreed Leads.</li> </ol>
<p>Details of the action plan setting out how the finding or proposals arising out of the local practice survey can be implemented and, if appropriate, reason why any such findings or proposals should not be implemented.</p>	<p>Please see details below: This provides an update &amp; review on the action plan, which was discussed at our PRG Meeting on 8th March 2013</p>

A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey

**Patient Survey:**

1. The findings were discussed and some agreements reached with the PRG on possible changes to services.
2. Free text comments were also collated looking for key themes and were given the same credence as the numerical results, as patients who have made a comment in the survey have actually thought about their experience at the practice whether good or bad and been compelled to write about it.

**Summary**

Of the surveys sent out and opportunistic ones taken at the patient waiting area, we received a total of 89 responses. The key findings from the survey were as follows:

1. Premises: Patients were keen to see the Tissington extension building refurbished and the clinical rooms made functional.
2. Phlebotomy services at the Surgery: Patients were very keen to have this service made available at the surgery.
3. Well over 90% of the respondents felt that the Reception Team treated patients acceptably, good or in a very good manner.
4. Well over 90 % of the respondents were satisfied with the range of services being offered at the Surgery.
5. About 80% of the respondents would like the Surgery to provide Saturday morning surgeries.
6. About 66% of the respondents felt that they were able to see a clinician within 24 hours.

**Action Plan**

Changes we intend to take as a consequence of discussions with the Patient Representative Group in respect of the results, findings and proposals arising out of the local practice survey

On the 8th March 2013 PPG Meeting, the practice gave an update and review progress against agreed action plan of the following priorities:

**Priority 1: Refurbishment of the Tissington Extension to provide additional consulting rooms**

Most work has been completed. A brand new air conditioning unit fitted to enable premises to be used effectively even during summer months. Rooms are equipped to function as fully fledged clinical consulting rooms. Most work has been completed. Some items remain to be fitted and will be completed by May 2013.

**Priority 2: Phlebotomy Services**

A limited roll out was started in December 2012. We are in the process of training up a member of staff to enable setting up a phlebotomy clinic at least 2 hours each day later this year.

**Priority 3: Increased availability of on the day appointments**

We have increased on the day appointments to 50% since January this year. Patients seem to like this as more people calling in are able to get an appointment when they want it.

**Priority 4: Display comments from Patient Survey**

	Done
<p>ii. where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2012, has taken on issues and priorities as set out in the Local Patient Participation Report</p>	<p>Areas of Priority from last years Local Patient Participation Report:</p> <ol style="list-style-type: none"> <li>1. Continuity of GPs, the change over from DMC Healthcare to AT Medics was managed smoothly.</li> <li>2. All sessions have a full complement of GPs and nurse consequent to taking over from DMC on 1st July.</li> <li>3. Furthermore GPs started providing extended hours almost immediately after taking over.</li> <li>4. DNA rates have not gone down substantially though and will need to be addressed</li> <li>5. Demand is being fully met with capacity.</li> <li>6. Limited phlebotomy commenced in December 2012.</li> </ol>
<p>The opening hours of the practice premises and the method of obtaining access to services throughout the core hours and extended hours arrangements (the times at which individual healthcare professionals are accessible to registered patients.</p>	<p>Mon 08:00 -18:30,  Tues: 08:00 - 20:00,  Wed: 08:00 -18:30,  Thur 08:00 - 20:00,  Fri 08:00 - 18:30</p>