

Patient Participation DES - Local Participation Report Template

Document Control

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B. Document Details

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NORTON BROOK MEDICAL CENTRE

Local Patient Participation Report



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A description of the profile of the members of the PPG:

Application forms were completed by a number of patients. The majority preferred method of contact to be e-mail and therefore the Virtual Group was formed.

The age range for the Patient Reference Group is from under 16 to over 74. The under 16 year old is male, 1 male 25-34, 2 females and 1 male 55-64, 4 males and 5 females 65-74 and 2 males and 1 female over 74, making a total of 17 patients within the group all of White British ethnicity.

The practice population is weighted towards the older age ranges and so the PPG does reflect this as well. However we are trying to enlist some younger patients and we will continue to encourage this. Application Forms are available at reception and details are shown on the in-house information screens.

The group are keen to contribute ideas to the practice to ensure that a high standard of care can be maintained and provided to the community.

A description of what steps the Practice has taken to ensure that the PPG is representative of its registered patients and where a category of patients is not represented then what steps have been taken by the Practice in an attempt to engage with those patients:

We have found it difficult to engage the under 30 years of age group to join the Virtual Group. As mentioned above we will try and encourage more patients in this age range to join. Applications are available from reception. Details are shown on the in-house information screens. Articles have been included in our newsletters. The form will be added to our website.

A description to be entered in around how the Practice and the PPG determined and reached an agreement on the issues which had propriety within the Local Practice survey:

The group was asked about the questions for the survey to ensure that these covered the most relevant areas with regard to our performance. The survey reflected this and was published. Patients and the group were able to complete this on-line or pick up a paper version from the surgery.

A description of how the Practice sought to obtain the views of its registered patients

The survey has been available via the website and surgery. Doctors also passed the survey to patients for completion.

Results of the survey have been positive with constructive feedback from the virtual group.

As a result of this the appointment system has been revamped to enable patients to pre-book appointments more easily. This is due to start on the 30.4.12.

A description of how the Practice sought to discuss the outcomes of the local survey and the Practice's action plan together

The appointments system has been changed as a result of the feedback. There are now 2 types of appointment. Ten minute appointments which can be booked in advance. 5 minute appointments for emergency type problems. These will be booked on the day. Patients are able to pick up a leaflet which details the new system.

Some of the group indicated that it would be helpful if appointments could be booked on-line. This will be looked into.

We are also looking at MJOG a texting software package to send patients reminders about recalls, etc. We are currently collecting up to date mobile numbers so that this can be set up over the next few months.

A description of the findings or proposals that arose from the local Practice survey and what can be implemented and if appropriate reasons why any such findings or proposals should not be implemented

The survey has been analysed and the results have been published separately and sent to the Virtual Group. 81% of patients were either very satisfied or fairly satisfied with the opening times. Comments from a handful of patients have indicated that it would be helpful if the surgery is open on a Saturday. The practice covers extended hours early morning and evening. At this time there are no plans to introduce Saturday surgeries. However, this will be discussed again in the future.

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

81% of patients were either very satisfied or fairly satisfied with the opening times. Comments from a handful of patients have indicated that it would be helpful if the surgery is open on a Saturday. The practice covers extended hours early morning and evening. At this time there are no plans to introduce Saturday surgeries. However, this will be discussed again in the future.

Patients comments regarding the appointment system has resulted in changes being made to simplify the system and enable patients to book an appropriate appointment more easily. New system begins 30.4.12.

A Description of the action which the Practice, the PCT intend to take as a consequence of discussions with the PPG in respect of the results, findings and proposals arising out of the local Practice survey. If this is the second year of the scheme detail here any changes and issues since the 31st march 2012 local patient participation report was completed.

A new appointment system will be implemented on the 30.4.12 as a direct result of comments made by patients in the virtual group and patients who have completed the survey. Patients who completed the paper format survey wrote comments on the form. Patients in the virtual group made comments by e-mail.

This is the first year that the practice has been involved in setting up a Patient Reference Group.

We look forward to implementing changes to enhance the services provided. Future input from the virtual group will help shape the future of the practice.

We intend to make contact with the virtual group on a regular basis, particularly with the major changes on the horizon regarding commissioning services. Patients will be included in the service provision process.

A description of the opening hours of the Practice premises and the method of obtaining access to services through the core hours:

The surgery is open from 08.00 to 18.00hrs Monday to Friday. We are open over lunch time except on a alternate Tuesday and Thursday when we are closed from 12.30-13.30hrs for staff meetings or staff training.

Patients can telephone the surgery to book appointments or order prescriptions. Many patients choose to come to the surgery in person to request prescriptions or book appointments. Prescriptions can also be ordered on line via the website. Patients can ring after 14.00hrs to obtain test results.

A description of any extended opening hours that the Practice has entered into and which health care professional are accessible to registered patients.

The practice offers extended opening hours on Mondays from 07.30-08.00hrs.

Monday, alternate Tuesdays and Wednesdays the surgery is open in the evening from 18.30-19.30hrs.

Doctors are available for these appointments.

The late nurse is available until 18.30hrs each day.