

Local Patient Participation Report

This report summarises development and outcomes of Church Langley Medical Practice patient reference group (PRG) in 2011/12.

It contains:

1. Profile of practice population and PRG
2. Process used to recruit to our PRG
3. Priorities for the survey and how they were agreed
4. Method and results of patient survey
5. Resulting action plan and how it was agreed
6. Progress made with the action plan
7. Confirmation of our opening times.

1 Profile of practice population and PRG

Practice population summary

| Age band | Number of Patients |
|----------|--------------------|
| Under 15 | 2511 |
| 15 – 24 | 1000 |
| 25 - 34 | 1481 |
| 35 – 44 | 2023 |
| 45 – 54 | 1505 |
| 55 – 64 | 956 |
| 65 – 74 | 611 |
| 75 – 84 | 313 |
| Over 84 | 75 |

| Ethnic Group | Number of Patients |
|------------------------|--------------------|
| British | 4537 |
| Irish | 24 |
| Other White background | 388 |
| White/ Black Caribbean | 40 |
| White/Black African | 17 |
| White/Asian | 22 |
| Indian | 93 |
| Pakistani | 48 |
| Bangladeshi | 10 |
| Caribbean | 47 |
| African | 114 |
| Chinese | 60 |
| Any other Ethnic Group | 369 |
| Not stated | 4706 |

FRIENDS OF CHURCH LANGLEY MEDICAL PRACTICE

PRG profile

There are 22 PRG members within the group. There are 6 male and 16 female representatives.

Age profile:

- 0 x Under 15
- 0 x 15 – 24
- 2 x 25 - 34
- 3 x 35 – 44
- 4 x 45 – 54
- 2 x 55 – 64
- 9 x 65 – 74
- 2 x 75 – 84
- 0 x Over 84

Ethnicity Profile

- 11 x not specified
- 11 x white British

2 Process used to recruit to our PRG

To recruit to our PRG we:

- Held an open evening on
- Wrote to patients who had previously shown an interest in such a group
- Put up posters in practice (attached)
- Offered leaflets to all patients attending practice (attached)
- Put information on the practice website (attached)

3 Priorities for the survey and how they were agreed

To determine the priorities for the survey we:

- Asked the patients that attended our open evening and
- We listened to our patients when they told us what they would like
- We also took into account the needs of the practice

4 Method and results of patient survey

Once we had established the priorities we developed the questions using:

- A small working group
- Other Practice Managers
- Representatives of the PCT

We carried out the survey using:

- A small working group
- Other Practice Managers

FRIENDS OF CHURCH LANGLEY MEDICAL PRACTICE

- Representatives of the PCT

We carried out a further patient survey between 3 January 2012 and 31 January 2012

Patient Survey results

5 Resulting action plan and how it was agreed

To develop the action plan, the practice discussed it on 25 January 2012.

To get comments from the PRG on the draft action plan we:

- Emailed the group
- Met with them on 25 January 2012

We agreed the action plan with the group on 25 January 2012.

The action plan is attached. The main actions were:

- Improved variety of appointments
- Better contact via telephone with the practice
- Improved service for test results
- Ability for patients to provide feedback

Areas where we could not achieve what the PRG wanted were:

- None at this stage

There were significant changes to our services in these areas:

- None at this stage

These were no significant changes which need agreement for the PCT.

6 Progress made with the action plan

A summary of the progress as of 31 March 2012 is:

| You said... | We did... | The result is... |
|---|--|--|
| We needed to provide more variety of appointments; same day; routine within 2 weeks; routine sooner; follow up appointments | Review our appointments and produced a variety of appointments including same day; routine appointments within 2 days and within 2 weeks; follow up appointments within 4 weeks. | Improved availability of appointments and improved access. |

FRIENDS OF CHURCH LANGLEY MEDICAL PRACTICE

| | | |
|--|---|--|
| <p>We needed to answer the phones more effectively</p> | <p>We reviewed the number of lines coming into the surgery and put in place more staff to answer the phone during peak times of the day i.e. between 9.00am and 10.00am and 2.00pm and 3.00pm</p> | <p>Reduced time that patients have to stay on the phone before being answered by an operator and improved access.</p> |
| <p>We need to have a suggestions box in our patient waiting room.</p> | <p>We reviewed the patient waiting room and the request and we purchased a suggestion box for patients to provide the PPG and the Practice with their feedback.</p> | <p>Improved engagement with patients and a useful tool for the PPG to review feedback at their meetings to help them respond to patients needs.</p> |
| <p>We need to get smarter at providing test results to patients and not to always use the normal method of communication i.e. letter</p> | <p>We reviewed our current arrangements for letting patients know their test results; especially when the doctor had asked to see or speak to the patient. We have now put in place a dedicated staff member who will manage all calls for test results; we are also aiming to provide a text messaging service to advice patients of their results this will be implemented in 2012.</p> | <p>Speedier advice to patients on results and whether any further action is needed.</p> |
| <p>We should consider asking our reception staff to say their names when they answer the telephone.</p> | <p>We considered this request and spoke with our receptionists who agreed that they would give their name at the start of the call.</p> | <p>Patients feel more engaged and know who they are talking to; it builds rapport with the patient and practice staff.</p> |
| <p>We should have a dedicated notice board for the patient participation group.</p> | <p>We assign a notice board for that purpose and are working with a member of the PPG on the display and contents.</p> | <p>Targeted information to our patients on the PPG. Clearer messages that patients can easily see; less cluttered notice boards.</p> |
| <p>We needed to consult with the doctor when they had asked their patient to return in either a week; 2 weeks or longer for a follow up appointment.</p> | <p>We discussed this with our receptionists and it was agreed that if a patient needs to be seen sooner for a follow up cards would be produced that the doctor could use to instruct our</p> | <p>Better management of patients who need a follow up and ensure that patients are given the appropriate appointment as requested by the doctor.</p> |

FRIENDS OF CHURCH LANGLEY MEDICAL PRACTICE

| | | |
|--|--|--|
| | receptionists to book a follow up appointment when the doctor requested. This is due to come into place in January 2012. | |
|--|--|--|

7 Confirmation of our opening times

As a result of the survey we have not changed our opening times. They are:

You can call the surgery on 01279 638520

Between 8.00 am and 1.00 pm and 2.00 pm and 6.30 pm

The surgery reception is open between 8.30 am and 1.00 pm and 2.00 pm and 6.30 pm

Surgery times are 9.00 am to 12.00 pm and 3.00 pm and 6.00 pm

Outside of these times please call 0845 070 1611.