

## PARKLANDS SURGERY

[www.parklandssurgery.co.uk](http://www.parklandssurgery.co.uk)

### PATIENT PARTICIPATION REPORT

2013

The purpose of the Patient Participation DES is to ensure that patients are involved in decisions about the range and quality of services provided, and over time, commissioned by their practice.

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

There are currently 22 members of the Group. There are 15 female and 7 male representatives. Their age profile is as follows:

1 member - 17 - 25 years  
6 members - 35 - 55 years  
8 members - 60 - 70 years  
7 members - 71 + years

#### *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 those patients.*

The Practice has continued to advertise the work of the Patient Forum through its website, on surgery noticeboards and via newsletters. Information has been added to the New Patient Registration form which has also raised awareness of the Group. This has encouraged a number of patients from all age and ethnic groups to volunteer their name for membership of the Forum.

The current membership does however think that the Group is at its optimum size in order for meetings to remain focused. However it was agreed that any interested patients should be encouraged to participate in the future should any vacancies arise.

It was encouraging to note that new members to the group had come from the younger age groups and that one was also a member of the East Northants Patient Engagement Group, which allowed the Forum to be aware of wider Locality issues that affected the Practice.

The Group meets quarterly and has inspired some interesting discussions and feedback on the services provided by the Practice.

*Actions taken as a result of the Patient Survey carried out in 2012.*

The Survey carried out by the Patient Group in 2012 had been very successful with five agreed actions. The outcome for each action was as follows:

1. *To increase awareness of the Practice website and EMIS Access.*  
Notices advertising both of these services were displayed throughout the Surgery and had been mentioned in the Newsletter.
2. *To publish a quarterly Newsletter.*  
First edition published, second edition being worked on.
3. *The establishment of a Comments/Suggestions Box.*  
This had been set up and a number of comments received and acted upon.
4. *To look at improving car parking facilities.*  
The Practice had made a bid for capital funding to remove some of the high kerbs and to repaint white lines and highlight disabled parking spaces. This had made a vast improvement to the flow of traffic within the car park.
5. *To offer support to one GP in improving his communication.*  
Positive feedback had been received from patients and fewer complaints received in the past couple of months.

*Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey.*

The Practice remains keen to engage patients to help deliver and design services around the needs of its patients.

Following the success of the survey carried out in 2012, the members of the Forum discussed at length the format for a survey in 2013.

It was agreed that the survey should be more focused and aimed at specific age groups with the aim of finding out what sort of services that group of people would like to receive from the Practice

*The manner in which the Practice sought to obtain the views of its registered patients.*

It was agreed to produce a simple survey with the questions as follows:

1. Male/Female
2. Age Group (under 18;18-25;26-40;41-60;61-75;75+)
3. Ethnic Group
4. What would you like the surgery to provide that it does not do so already?

It was hoped that this survey would obtain information about each age group ie do the 18-25 age group want us to provide a certain type of clinic, or more information on a relevant topic.

The survey form was then created in house and handed out to patients of all age groups attending the surgery over a two week period. A total of 200 completed forms were returned for analysis.

*Details of the steps taken by the Practice to provide an opportunity for the patient group to discuss the contents of the action plan.*

Analysis of the 189 completed survey forms was carried out by the Practice Manager on behalf of the Group.

This analysis was then emailed to all members of the Group for consideration and then discussed in detail at the next Patient Forum meeting.

Following detailed discussion at the meeting a number of action points were agreed.

*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, reasons why any such findings or proposals should not be implemented.*

The overall response from the survey was that a large majority of patients continue to be very happy with the overall service provided at Parklands. Members agreed that the large number of positive comments made should be celebrated and highlighted in the report.

From the many comments received the following key points were discussed in detail by the Group.

### *Action 1*

*Request a meeting between representatives of the Patient Forum and the Area Manager of Rowlands Pharmacy to discuss the pharmacy opening hours.*

A number of comments related to the service provided by Rowlands Pharmacy (the pharmacy attached to the Practice). Since taking over the pharmacy lease three years ago, Rowlands has never mirrored the opening hours of the Surgery, as it is only open from 8.30 - 6.00 and does not open on a Saturday. This has led to frustration amongst patients who on leaving the doctors surgery with a prescription, need to travel to another pharmacy that provides more flexible opening hours.

It was agreed that the Chairman should write to Rowlands Area Manager requesting a meeting with the Patient Forum to discuss these issues.

### *Action 2*

*Investigate the purchase of a television/information system for the waiting room.*

Several references had been made to the provision of a television in the waiting room. Enquiries had been made into a system which displayed health information as well as acting as a call system for patients.

This was an expensive system so it was agreed to investigate this further.

### *Action 3*

*Look into the possibility of using a text messaging service to relay normal test results to patients.*

Patients are currently advised to contact the Practice Secretary between 2 and 5 pm to receive their test results. As there are a number of patients ringing for results, this creates heavy pressure on the Secretary and the telephone system. Whilst some patients require further action in respect of their results, many results are normal and require no further action.

The new EMIS Web Medical System allows for results to be transmitted to patients via a text messaging service. It was agreed that this system should be investigated to transmit normal results, bearing in mind the need for patient consent and confidentiality.

### *Action 4*

*Provide large posters advertising the Practice's website.*

A few patients had suggested the provision of a well person clinic, but members felt that the Practice provided a good range of clinics and services for patients. However, this together with the request for Saturday and late night opening suggested that patients were still unaware of the services

provided at Parklands. It was agreed therefore that larger posters advertising our Website should be made available throughout the Practice.

#### *Action 5*

#### *Highlight the positive comments received from patients in respect of the Practice's services*

It was agreed that the large number of positive comments made in the Survey should be celebrated and highlighted in the report and future Newsletter.

Attached as Appendix 1 is a summary of the responses to the Survey.

#### *The opening hours of the Practice premises and the method of obtaining access to the services throughout the core hours.*

The surgery is open from 8.00 and - 6.30 pm Monday to Friday and until 8.00 pm on alternate Tuesdays and Thursdays. It is open on a Saturday from 8.00 am - 12.30 pm.

Patients may telephone or visit the surgery between these times. They may book appointments either by telephone, personal visit or by EMIS Access on line booking. Requests for repeat prescriptions may also be made on line, by fax or by post. All information is available on our website.

All six doctors provide a Saturday morning surgery (8.00-12.30) on a rota basis together with a late evening surgery (6.30 - 8.00) on either a Tuesday or Thursday evening, again on a rota basis.