**PATIENT PARTICIPATION REPORT**

**2013/14**

Practice Code:

C84010

Practice Name:

TRENTSIDE MEDICAL GROUP

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| **An introduction to our practice and our Patient Reference Group (PRG)** |
| Our two surgeries at Netherfield and Colwick Vale are managed under our business name - Trentside Medical Group. Trentside Medical Group has a capitation of 11,800 patients and has 5 GP partners, two of which are female and 3 male. We also employ 2 female GP`s  The PRG is a group of patients who work in partnership with Trentside GP`s and staff to improve health care in Netherfield and Colwick. |

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| **Establishing the Patient Representative Group**  This shows how the practice has tried to ensure that the PRG is representative of the wider practice population. Information is provided here on the practice and PRG profile. | | | |
|  | **Practice population profile** | **PRG profile** | **Difference** |
| **Age** | | | |
| % under 18 | 21 | 0 | 21 |
| % 18 – 34 | 24 | 0 | 24 |
| % 35 – 54 | 30 | 0 | 30 |
| % 55 – 74 | 18 | 5 | 13 |
| % 75 and over | 7 | 0 | 7 |
| **Gender** | | | |
| % Male | 49.6 | 20 | 29.6 |
| % Female | 50.4 | 80 | 30.6 |
| **Ethnicity** | | | |
| % White British | 71 | 100 | 29 |
| % Mixed white/black Caribbean/African/Asian | 3 | 0 | 3 |
| % Black African/Caribbean | 1 | 0 | 1 |
| % Asian – Indian/Pakistani/Bangladeshi | 1.5 | 0 | 1.5 |
| % Chinese | 0.5 | 0 | 0.5 |
| % Other | 23 | 0 | 23 |
| These are the reasons for any differences between the above PRG and Practice profiles: | | | |
| Lack of interest from other age /ethnic groups despite advertising and regular promotion of PRG at both surgery sites and on social media and website. | | | |
| In addition to the above demographic factors this is how the practice has also taken account of other social factors such as working patterns of patients, levels of unemployment in the area, the number of carers: | | | |
| Netherfield has a lower rate of home ownership (via a mortgage or owned outright) than the national average. The rate of claiming any benefit (which includes in work benefits) is more than 25% higher in Netherfield than the national average, suggesting that many people maybe under employed or on a low salary. This information has been sourced from : Office for National Statistics & Department for Work & Pensions  Approx. 2% of our patients are registered with us as a carer for a relative, friend, neighbour or as their employment. | | | |
| This is what we have tried to do to reach groups that are under-represented: | | | |
| The practice along with the PRG have posted Invites to join the group on Notice boards, facebook, website, twitter, messages on scripts, verbal invites from current members and surgery staff. | | | |

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| **Setting the priorities for the annual patient survey**  This is how the PRG and practice agreed the key priorities for the annual patient survey |
| Survey was agreed between PRG and practice representatives. Focus on availability of appointments, opening hours, patient satisfaction with clinicians, cancellations/ DNA’s, access via telephone and prescriptions. |

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| **Designing and undertaking the patient survey**  This describes how the questions for the patient survey were chosen, how the survey was conducted with our patients and includes a summary of the results of the survey (full results can be viewed as a separate document) |
| How the practice and the Patient Reference Group worked together to select the survey questions:  The PRG produced the survey using guidance from DES requirements. Also used were some questions from last year for comparison. 3 drafts were produced and finally one was approved by both PRG and practice representatives. Survey results show that the majority of patients are happy with the appointments and opening times. Majority of patients didn’t know about the Newsletter and some patients were unhappy with the self- check in screen location. |
| How our patient survey was undertaken:  The Survey was available at both sites in the waiting rooms and from reception. Members of the PRG also helped to hand out surveys and help people to fill them out. Some surveys were sent in the post to patients who had telephoned in with comments to the Office Supervisor. |
| Summary of our patient survey results:  88% of patients rated our opening hours as average or above. 66% preferred to attend morning appointments. 81% of participants admitted to cancelling their appointments when no longer needed. Nobody said that they felt poorly treated by reception staff. 83% of patients said they usually waited 5-15 minutes after their appointment time to be seen by clinician. 38% said they got through on the phone to reception quickly. 90% said they had had a telephone consultation with a GP or Nurse Practitioner and were dealt with satisfactorily. |

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| **Analysis of the patient survey and discussion of survey results with the PRG**  This describe how the patient survey results were analysed and discussed with PRG, how the practice and PRG agreed the improvement areas identified from the patient survey results and how the action plan was developed: |
| How the practice analysed the patient survey results and how these results were discussed with the PRG:  Office Supervisor agreed with the PRG to break down survey and produced the results to the PRG. The PRG monitored the process and noted the areas that need addressing.  PRG and Practice representatives met and discussed all results and agreed action plan. |
| The key improvement areas which we agreed with the PRG for inclusion in our action plan were:  Patients still concerned about getting same day appointments despite the offer of telephone appointments.  The Newsletter had not seen by many patients.  Self-check in screen not always working at Netherfield MC.  Some patients were having difficulty hearing the tanoy when their name is called for appointment.  Some patients thought the website was not user friendly. |
| We agreed/disagreed about:  We agreed that a Newsletter needs to be more readily available and promoted more also the self-check in screen was located in the wrong place.  Also agreed that telephone appointments should be highlighted and promoted more and agreed that a new website should be commissioned.  We agreed that a Jayex board would be an advantage to patients who were hard of hearing but acknowledged that it was only a very small number of people who had commented on the questionnaire. The PRG accepted that the practice would have to look into the cost implications and were happy that the practice would consider introducing a Jayex board at some time in the future but with no definite timescale.  No disagreements were noted. |

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| **ACTION PLAN** | | | | |
| How the practice worked with the PRG to agree the action plan:  Two Meetings were called following the survey and initial PRG analysis was called and discussed with Practice representatives and PRG members. | | | | |
| We identified that there were the following contractual considerations to the agreed actions:  No contractual considerations are necessary. | | | | |
| Copy of agreed action plan is as follows: | | | | |
| **Priority improvement area**  Eg: Appointments, car park, waiting room, opening hours | **Proposed action** | **Responsible person** | **Timescale** | **Date completed (for future use)** |
| Newsletter | Quarterly produced | Office supervisor and PRG | Immediate | 3rd March 2014 |
| Self-check in screen moved. | Immediately | Office Supervisor | Immediate | 27th Jan 2014 |
| New website | To source new web site | Office Supervisor | Within 2 mths | Completed 11th March 2014 |
| Promotion of tel. appointments | To use notice boards and newsletter | PRG and Practice | Immediate | Completed  3rd March 2014 |

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| **Review of previous year’s actions and achievement**  We have summarised below the actions that were agreed following the patient survey 2012/13 and whether these were successfully completed or are still on-going and (if appropriate) how any have fed into the current year’s survey and action plan: |
| **“You said ……….. We did ………… The outcome was ………”**  The main priorities and proposals agreed with the PRG out of the practice survey were:   1. Privacy Glass on front desk waiting area at Netherfield Medical Centre   Action taken – This has now been installed and also incorporates Loop Induction System  2) The Patient Group asked that a photograph of Colwick Vale Surgery be displayed on the Practice Website  Action taken – this has been completed  3) To start a file for any changes that occur in the practice and that these could be added to our next patient survey  Action taken – implemented  4) The Practice and PRG agreed to market the practice on Facebook and Twitter, this was to provide patients with regular and updated information about local and national health campaigns .Action taken-completed |
| Where there were any disagreements between the practice and the PRG on changes implemented or not implemented from last year’s action plan these are detailed below:  **N/A** |

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| **Publication of this report and our opening hours** |
| This is how this report and our practice opening hours have been advertised and circulated:  Results and opening hours have been advertised and circulated on website, notice boards and social media sites. They will also be published in the next Surgery Newsletter in June 2014 |

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| **Opening times**  These are the practice’s current opening times (including details of our extended hours arrangements) |
| Netherfield Medical Centre  Monday 07:00 – 18:30  Tuesday 08:00 – 18:30  Wednesday 07:00 – 19:00  Thursday 07:00 – 18:30  Friday 07:00 – 18:30  Colwick Vale Surgery  Monday 08:30 – 14:30  Tuesday 08:30 – 14:30  Wednesday 08:30 – 14:30  Thursday 07:30 – 12:30  Friday 12:00 – 19:00  Neither surgery is currently open at weekends  Extended hours arrangements are as follows:  The practice does offer extended hours and offers a variety of nurse and GP appointments over the week and throughout the day, in a range of hours between 7.00 am and one evening until 7.00 pm.  Patients can book appointments at either surgery. |