

2013-14
PATIENT PARTICIPATION REPORT

UPPER ROAD MEDICAL CENTRE

F84679

<p>A description of the profile of the members of the PRG</p>	<p>The profile of PPG/PRG consisted of 12 members, 10 males and 2 females. Ethnicity: Bangladeshi/ Pakistani/African/Filipino/Chinese-Thai. Ages: 35 to 84. The practice is satisfied that the PPG/PRG is as representative as possible. The group still welcomes interested patients to join the group. The PPG/PRG convened 4 times during the year.</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>To ensure that the PPG/PRG is representative of its registered patients, the practice advertised the PPG in the waiting areas, invitations were made via practice leaflets, telephone calls to patients at home and face to face invitations. Patients under 25 years old were invited but they were not too keen to join the group. Patients who are not able to join will be happy to received news about the undertakings or venture of the PPG/PRG.</p>
<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>The practice always has a yearly local survey as part of improving the practice and the surveys for Year One, Year Two and Year Three was carried out by CFEP UK Surveys. The practice staff and the PPG/PRG discussed the key findings of the last year's survey and this year. They looked at the report as a whole that includes patient comments in order to obtain a complete profile of the practice performance. The practice staff and the PPG /PRG mutually agreed with the priorities for action and intervention for year three. The time frame applied in achieving the task on year two was effective and provided good results. In Year Three another survey was conducted to determine areas with most changes and to see the difference in results between Year two and Year Three. The CFEP UK Survey analysis in Year Two survey showed "waiting times" as priority and the practice tried hard to educate patients when booking appointments and doctors to maintain good time management. The result in year three showed an 8% increase from the current and previous mean percentage scores. The PPG/PRG group discussed the issue of waiting time. It was identified that a parent will make an appointment but they will bring their children during consultation and end up asking Dr to see the children too, so it was not only for one person but for 2 or three others more when in fact the appointment was only for one parent. Because of this extra consultation request more time was taken by the Doctor and waiting time was affected. It was suggested that Receptionist must explain to the patients that one appointment or one item only per person.</p>

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<p>The manner in which we sought to obtain the views of our patients</p>	<p>The method used by the practice for the patients to take part in all the survey is by handing out the CFEP UK Surveys questionnaires. The questionnaires were handed by the practice receptionists in random. Patients answered the questionnaires themselves and returned the questionnaires in a sealed envelope provided to them. All sealed envelopes were kept in a sealed box and returned to CFEP UK Surveys for analysis. The CFEP statistical analysis and results for Year One, Year Two and Year Three were made available.</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>	<p>The Practice Manager requested CFEP UK Surveys to carry out the practice and staff survey. The survey report summarises the patient feedback from the Improving Practice Questionnaire (IPQ) and details of the score and statistical method have been provided to help the practice and the PPG/PRG interpret and understand the results. The results of the survey gave the practice useful feedback as to how patients rated the practice and its services. These feedbacks were used to provide the practice and the PPG/PRG with a basis for reflection. From the survey report the practice and the PPG/PRG were able to clearly identify the areas where the practice scored well and the areas where the practice felt that improvements were needed. The areas where improvements and action plans are needed were discussed by the GP Principal to the practice staff during team meetings and the priorities and action plans were presented for discussion with the PPG/PRG to be considered and mutually agreed.</p>
<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>The practice undertook certain activities on issues that were addressed on the last survey (year 1) which were deemed as priority by the PPG/PRG and the practice staff. The issues were resolved immediately by immediate action.</p> <p>Another survey was made in year 2 (2012-13) and survey showed an area where the practice and the PPG/PRG felt that improvement was needed. The main priority identified was the Waiting Time, 36% of the 118 patients surveyed felt that Waiting Time should be improved. In year 3 (2013-14) 42% out of 114 patients surveyed felt that improvement is necessary</p> <p>Intervention for Year 3 Proposed changes : To continue Educating patients when booking appointment and Doctors to maintain good time management Who needs to be involved: The practice staff and the Doctors The achievable time frame : immediate action</p>
<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</p>	<p>According to the Year Two CFEP patient experience survey ratings showed 18% rated Very good, 9% rated Excellent, 63% rated Good, and 8% Fair According to the Year Three CFEP patient experience survey ratings showed 15% Very good, 17% rated Excellent, 50% rated Good, 11% Fair, and 4% poor. Overall 8% increase in Excellent rating was achieved by the practice</p>

Action Plan

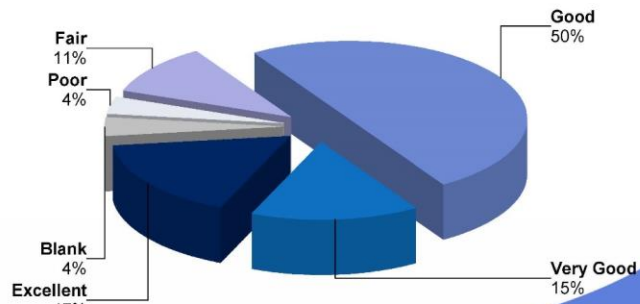
<p>Changes we intend to take as a consequence of discussions with the Patient Representative Group in respect of the results, findings and proposals arising out of the local practice survey</p>	<p>Waiting Time, Telephone Access and Appointment Satisfaction are the area of priority for action and intervention.</p> <p>Proposed changes: To continue to educate patients when booking appointments. To encourage doctors maintain good time management To provide immediate response to callers. To make sure the 48 hour appointment system is in operation. Who needs to be involved: The practice staff and practice management The achievable time frame : immediate Review : monthly by the Practice Manager</p>																
<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>This report summarises the development and outcomes of the Patient Reference Group in 2011 -2012-2013-2014</p>																
<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 style="text-align: center;">SURGERY OPENING TIMES</p> <table style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th style="text-align: center;">Time</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Monday</td> <td style="text-align: center;">8.00am -6.30pm</td> </tr> <tr> <td style="text-align: center;">Tuesday</td> <td style="text-align: center;">8.00am -6.30pm</td> </tr> <tr> <td style="text-align: center;">Wednesday</td> <td style="text-align: center;">8.00am -8.30pm</td> </tr> <tr> <td style="text-align: center;">Thursday</td> <td style="text-align: center;">8.00am-2.00pm</td> </tr> <tr> <td style="text-align: center;">Friday</td> <td style="text-align: center;">8.00am -6.30pm</td> </tr> <tr> <td style="text-align: center;">Saturday</td> <td style="text-align: center;">CLOSED</td> </tr> <tr> <td style="text-align: center;">Sunday</td> <td style="text-align: center;">CLOSED</td> </tr> </tbody> </table> <p style="text-align: center;"><u>CORE CLINICAL CONSULTATION & TELEPHONE ADVICE HOURS</u></p> <p style="text-align: center;">(No Consultation during bank holidays).</p> <p style="text-align: center;">Time</p>		Time	Monday	8.00am -6.30pm	Tuesday	8.00am -6.30pm	Wednesday	8.00am -8.30pm	Thursday	8.00am-2.00pm	Friday	8.00am -6.30pm	Saturday	CLOSED	Sunday	CLOSED
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Monday	10.00am -6.30pm
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Thursday	8.00am-2.00pm
Friday	10.00am -6.30pm
Saturday	CLOSED
Sunday	CLOSED

82%

of all patient ratings about this practice were good, very good or excellent

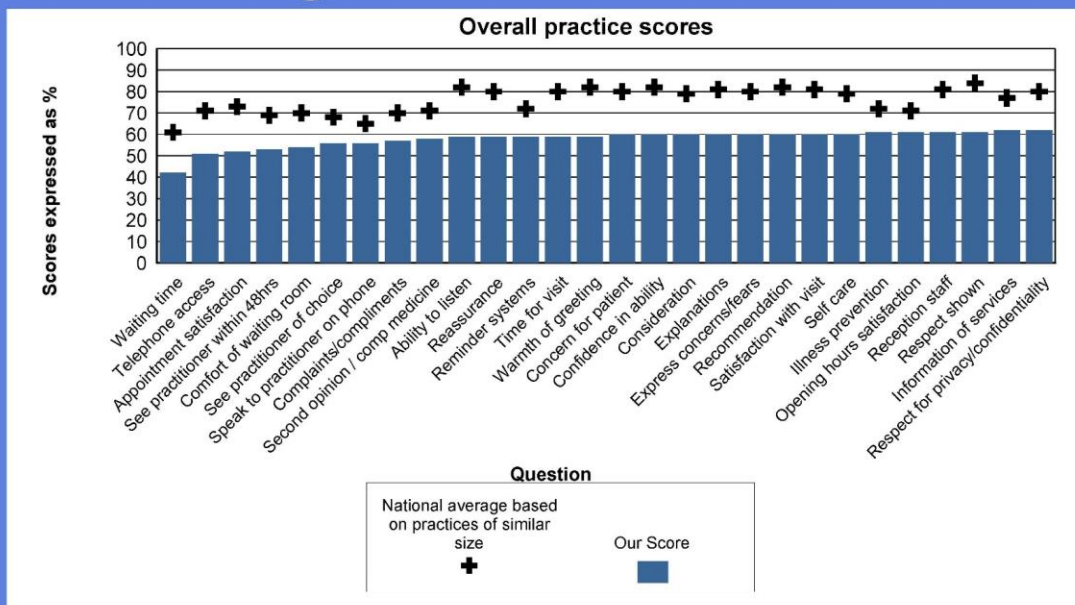


Thank you for your participation in this survey

Patient Experience Survey Results 2013/2014
Upper Road Medical Centre



"Striving towards excellence"



The results of this survey will help us to provide the best possible service to you

