**PATIENT PARTICIPATION GROUP REPORT – MARCH 2014**

**What is the patient representative group (PRG)**

**History of the group**

The patient representative group at Highgate Medical Centre was initially established and set up in January 2011 to understand the view of patients on the services that the practice offered and to involve the patients in any decisions that needed to be made about any changes in the practice. In 2011 there was not a set group of patient representative members.

The patient representative group encourages involvement and attendance from all areas of the practice population. At present there are 12 members of the PRG with a population of 76% female and 23% male. Their age ranges are : under 39 : 0%, 40-59 : 23%, 60-81 :23%. The group meets quarterly to review all practice services from access to local health needs to the effect of the changes in the NHS or the practice.

**Practice Profile**

Highgate Medical Centre is an inner city practice located in the densely populated area of Highgate with a population of 3661 registered patients of which 1924 are males and 1737 are females. The practice profile is generally made up of 80% Pakistani, Indian, Bangladeshi, Arabic origin. The remaining 20% are made up of White British, African and other European nationals. The medical centre is close to the City Centre on bus routes 8, 35 and 50. Facilities for the disabled and wheelchair bound patient is present.

Highgate Medical Centre does not discriminate anyone against their race, religion, gender, colour, appearance, disability, marital status. We value diversity, patients life styles, beliefs, race, colour, gender, age, social status, mental / physical disability will not prejudice registration of patients, examination, investigations or treatment offered by the medical centre.

Highgate Medical Centre is open and staffed from 8.00 am till 7.00 pm on Monday, Tuesday, Wednesday, Thursday and Friday and 9.00-12.00 on Saturdays. We operate an extended late night surgery on Monday and Fridays when the surgery is open until 7.30 pm.

**Opening times of the surgery**

Monday 8.00 am to 7.30 pm

Tuesday 8.00 am to 7.00 pm

Wednesday 8.00 am to 7.00 pm

Thursday 8.00 am to 7.00 pm

Friday 8.00 am to 7.30 pm

Saturday 9.00-12.00 midday

**The process used to recruit the PRG**

Our patient participation group was formed by notices being put up in the waiting room and members coming forward volunteering to be a member. We offered leaflets to all our patients attending the practice. The group consists of 11 regular members and a Chair patient representative. The group meet on a quarterly basis and notices are in the waiting room of all the dates to which all patients are invited to. The members of the PRG consist of working professionals, carers, retired patients, housewives, patients with long term conditions and members of the public.

**PRG meetings**

The practice already had an established PRG since January 2011 and meetings have been held quarterly since then and minuted as evidence.

**Meetings held in 2013/2014**

**1). 16.4.2013 – 18 patients attended**

Sureya Dawood (Practice Manager) welcomed all patients to the 1st PRG for this year. She explained the purpose of the PRG and how often this would be held. She explained that all the dates will be displayed on the notice board in the waiting room welcoming as many patients to attend and the importance to voice their views about the practice.

Dr. Jui Pandit went on to explain about a new Consultant led Orthopaedic clinic starting at the surgery to make it easier for the patients to come to the surgery instead of going to a hospital. This will be held on Saturday mornings and patients with hip, knee, foot, ankle, shoulder, elbows, wrist and hand problems can be seen in this clinic.

Change of timings for the Health visitors were starting with home visits also available for any concerns with children under the age of 5 years old.

Smear clinics were discussed. Dedicated clinic on Tuesday mornings and HCA is available to translate if needed. Smear clinics are also held in local health centres if the patients want to attend local to their addresses. Smear clinics are held at Percy Road, Soho Road, Sparkbrook Health centre, Aston Health Centre and Sparkhill Centre. Sureya handed out the timings and telephone numbers to patients who required these if they wanted to book a smear in the local clinic.

Sureya went on to explain that we are planning to start a patient survey to help improve patients services and for all patients to think about the type of questions that need to be added on the survey as this will need to be started soon. The practice has had surveys done since 2005. One patient suggested that if a previous copy can be brought to the next meeting for all the patients to go through and decide on which questions need to be kept in the questionnaire to start.

**2). 19.6.2013 – 12 patients attended.**

Sureya gave a copy of last years survey to all PRG members. Each question was discussed in details and decided upon which questions were to be kept for the survey this year. One patient suggested it was better for the survey to be kept simple so we could get good valued response back as the questions are not lengthy. Another patient suggested it would be better if the questions were simple to understand making it easier to response back with correct information. Sureya informed all members that the survey will be typed above with all the questions that were decided upon as a final copy for review at the next meeting and then we will start our survey. Previous survey had 40 questions. New survey for this year was reduced to 33 questions agreed by the PRG group.

Role play was done by Dr. Pandit and senior receptionist to relay message to the patients of the reason for the delay in a consultation and hence making further delay in appointment waiting times.. The problems the GP’s are facing with consultations is that 4-5 problems are being discussed in a 10 minute appointment. This makes it very difficult for the GP to be able to give full quality care. If all patients can discuss one main problem in the 10 minute consultation time and make another appointment for any further problems that need to be discussed. There was very positive feedback to this role play with patients positive comments and discussion.

**3). 24.10.2013 - 13 patients attended.**

Final copy of survey handed out to all patients. Each point discussed in detail and changes made accordingly for final survey agreement between all patients. Copy given to all 13 patients to start the first questionnaire and hand to reception.

Surgery opening times and appointment times discussed with all the patients.

New doctor starting Dr. Umar Farooq and his availability of times and clinics were discussed.

TB trail study which will be commencing.

Dr. Jui went through the high DNA rate in the practice and the importance of attendance and informing if a patient is not able to keep their appointments.

**4). 5.12.2013 – 19 patients attended.**

Dr. Pandit welcomed all the patients to the 4th patient group meeting in the new premises. Dr. Pandit thanked all the patients for their input and suggestions which were all taken on board and found very useful and valuable. Dr. Pandit informed the patients that all suggestions are discussed in our weekly staff meetings and changes made accordingly. These changes will be fed by to the PRG in the next meeting.

Sureya Dawood (practice manager)explained the purpose of the PRG and advised that the PRG is an opportunity for the patients to voice their views, opinions and suggestions so that the practice can better the services for the patients.

Sureya informed that group that the report and minutes of the meeting will be published on the website and explained of how patients can access this online.

Practice opening times and appointment system were explained to the patients as surgery was now open late night on Monday and Friday evenings and Saturday mornings 9.00-12.00. Patients were very happy with the new opening times late night and weekend.

Sureya informed patients about the CQC visit on 29.11.2013 which went really well. 6 patients were contacted and interviewed by the inspector. The patient participation group chair was also contacted and gave her account on what questions she was asked. Dr. Pandit explained that this inspection was announced and next one will be unannounced in 2 years time.

Patients were reminded about the patient survey that was currently being done and feedback is quite poor as patients are given the survey and are not returning them back. All PRG members were advised to spread the word and to please complete and return the surveys back to reception as how can patients views make improvement to services if we do not get the questionnaires back.

**5). 16.1.2014 – 14 patients attended**

The practice survey had gone very well. 100 questionaires had been given out and 78 were completed. All patients were informed that the results will be published on the website online and Sureya explained how patients could access this.

Dr. Pandit and HCA dedicated this meeting as a health educational meeting combined to raise health awareness on how to control your cholesterol level. This was done in English and Arabic which was interacted with the patients and Dr. Pandit to a very good level. There was a lot of positive feedback and further such meetings were requested which will be planned for Year 2014.

**6). 6.2.2014 – 11 patients attended**

Current appointment system was explained.

Purpose of PRG meeting explained.

Result of patient survey was discussed with the patients.

**Patient Survey**

100 questionaires were given to random patients of all groups opportunistically every 5th random patient was given a survey when patient attended the surgery. 78 surveys were returned.

**Question 1 – How helpful to you find the receptionists at your practice ?**

|  |  |
| --- | --- |
| Very helpful | 58 |
| Fairly helpful | 20 |
| Not very helpful | 0 |
| Not at all helpful | 0 |
| Don’t know | 0 |

**Question 2 – How easy is it to get through to someone at your GP practice on the phone ?**

|  |  |
| --- | --- |
| Very easy | 30 |
| Fairly easy | 34 |
| Not very easy | 8 |
| Not at all easy | 4 |
| Don’t know | 2 |
| Haven’t tried | 0 |

**Question 3 – How easy is it to speak to a doctor or nurse on the phone at your GP practice?**

|  |  |
| --- | --- |
| Very easy | 30 |
| Fairly easy | 22 |
| Not very easy | 10 |
| Not at all easy | 8 |
| Don’t know | 4 |
| Haven’t tried | 4 |

**Question 4 – If you need to see a GP urgently, can you normally get seen on the same day?**

|  |  |
| --- | --- |
| Yes | 64 |
| No | 10 |
| Don’t know / never needed to | 4 |
| Sometimes | 0 |

**Question 5 – How important is it to you to be able to book appointments ahead of time in your practice ?**

|  |  |
| --- | --- |
| Important | 76 |
| Not important | 1 |
| Blank | 1 |

**Question 6 – How easy is it to book ahead in your practice ?**

|  |  |
| --- | --- |
| Very easy | 38 |
| Fairly easy | 32 |
| Not very easy | 6 |
| Not at all easy | 0 |
| Don’t know | 0 |
| Haven’t tried | 2 |
| Blank | 0 |

**Question 7 – How do you normally book your appointments at your practice ?**

|  |  |
| --- | --- |
| In person | 28 |
| By phone | 50 |
| On-line | O |
| Doesn’t apply | 0 |

**Question 8 – Which of the following methods would you prefer to use to book appointments at your practice ?**

|  |  |
| --- | --- |
| In person | 32 |
| By phone | 46 |
| On-line | O |
| Doesn’t apply | 0 |

**THINKING OF TIMES WHEN YOU WANT TO SEE A PARTICULAR DOCTOR :-**

**Question 9 – How quickly do you usually get seen ?**

|  |  |
| --- | --- |
| Same day or next day | 32 |
| 2-4 days | 24 |
| 5 days or more | 18 |
| I don’t usually need to be seen quickly | 4 |
| Done know, never tried | 0 |
| Other dates | 0 |

**Question 10 – How do you rate this ?**

|  |  |
| --- | --- |
| Excellent | 28 |
| Very good | 20 |
| Good | 16 |
| Fair | 8 |
| Poor | 6 |
| Very poor | 0 |
| Does not apply | 0 |

**THINKING OF TIMES WHEN YOU ARE WILLING TO SEE ANY DOCTOR :**

**Question 11 – How quickly do you usually get seen ?**

|  |  |
| --- | --- |
| Same day or next day | 46 |
| 2-4 days | 22 |
| 5 days or more | 10 |
| I don’t usually need to be seen quickly | 0 |
| Don’t know / never tried | 0 |
| Other dates / blank | 0 |

**Question 12 – How do you rate this ?**

|  |  |
| --- | --- |
| Excellent | 28 |
| Very good | 20 |
| Good | 14 |
| Fair | 10 |
| Poor | 6 |
| Very poor | 0 |
| Does not apply | 0 |

**THINKING OF YOUR MOST RECENT CONSULTATION WITH A DOCTOR OR NURSE**

**Question 13 – How long did you wait for your consultation to start ?**

|  |  |
| --- | --- |
| Less than 5 minutes | 12 |
| 5-10 minutes | 10 |
| 11-20 minutes | 34 |
| 21-30 minutes | 2 |
| More than 30 minutes | 20 |
| There was no set time for my consultation | 0 |

**Question 14 – How do you rate this ?**

|  |  |
| --- | --- |
| Excellent | 16 |
| Very good | 20 |
| Good | 20 |
| Fair | 10 |
| Poor | 10 |
| Very poor | 2 |
| Does not apply | 0 |

**Question 15 – Is your GP practice currently open at times that are convenient to you ?**

|  |  |
| --- | --- |
| Yes – go to Q17 | 76 |
| No | 1 |
| Don’t know / blank | 1 |

**Question 16 – Which of the following additional opening hours would make it easier for you to see or speak to someone ?**

|  |  |
| --- | --- |
| Before 8 am | 8 |
| At lunchtime | 12 |
| After 6.30 pm | 14 |
| On a Saturday | 16 |
| On a Sunday | 10 |
| None of these | 18 |

**Question 17 – Is there a particular GP you usually prefer to see or speak to ?**

|  |  |
| --- | --- |
| Yes – go to Q17 | 76 |
| No | 1 |
| Don’t know / blank | 1 |

**Question 18 – How often do you see or speak to the GP your prefer ?**

|  |  |
| --- | --- |
| Always or almost always | 30 |
| A lot of the time | 22 |
| Some of the time | 20 |
| Never or almost never | 4 |
| Not tried at this GP practice / blank | 20 |

**Question 19 – How would you rate this doctor in giving you enough time ?**

|  |  |
| --- | --- |
| Very good | 38 |
| Good | 32 |
| Fair | 6 |
| Poor | 0 |
| Very poor | 0 |
| Does not apply | 0 |

**Question 20 – Listening to you.**

|  |  |
| --- | --- |
| Very good | 50 |
| Good | 26 |
| Fair | 2 |
| Poor | 0 |
| Very poor | 0 |
| Does not apply | 0 |

**Question 21 – Explaining tests and treatments**

|  |  |
| --- | --- |
| Very good | 64 |
| Good | 10 |
| Fair | 4 |
| Poor | 0 |
| Very poor | 0 |
| Does not apply | 0 |

**Question 22 – Involving you in decisions about your care**

|  |  |
| --- | --- |
| Very good | 44 |
| Good | 30 |
| Fair | 4 |
| Poor | 0 |
| Very poor | 0 |
| Does not apply | 0 |

**Question 23 – Treating you with care and concern**

|  |  |
| --- | --- |
| Very good | 50 |
| Good | 24 |
| Fair | 4 |
| Poor | 0 |
| Very poor | 0 |
| Does not apply | 0 |

**Question 24 – Did you have confidence and trust in the GP you saw or spoke to ?**

|  |  |
| --- | --- |
| Yes definitely | 66 |
| Yes to some extent | 12 |
| No, not at all | 0 |
| Don’t know / cant say | 0 |

**Question 25 – Did you have confidence and trust in the nurse you saw or spoke to ?**

|  |  |
| --- | --- |
| Yes definitely | 60 |
| Yes to some extent | 14 |
| No, not at all | 2 |
| Don’t know / cant say | 2 |

**THINKING ABOUT THE CARE YOU GET FROM YOUR DOCTORS AND NURSES OVERALL, HOW WELL DOES THE PRACTICE HELP YOU TO :-**

**Question 26 – Understand your health problems ?**

|  |  |
| --- | --- |
| Very well | 66 |
| Unsure | 8 |
| Not very well | 2 |
| Does not apply | 4 |

**Question 27 – Cope with your health problems ?**

|  |  |
| --- | --- |
| Very well | 62 |
| Unsure | 6 |
| Not very well | 2 |
| Does not apply | 8 |

**Question 28 - Keep yourself healthy**

|  |  |
| --- | --- |
| Very well | 34 |
| Unsure | 6 |
| Not very well | 2 |
| Does not apply | 8 |

**Question 29 – Overall, how would you describe your experience of your GP surgery ?**

|  |  |
| --- | --- |
| Excellent | 48 |
| Very good | 18 |
| Good | 2 |
| fair | 10 |

**Question 30 – Would you recommend your GP surgery to someone who has just moved to your local area ?**

|  |  |
| --- | --- |
| Yes definitely | 60 |
| Yes to some extent | 10 |
| No, not at all | 8 |
| Don’t know / cant say | 0 |

**Question 31 – How old are you ?**

|  |  |
| --- | --- |
| Under 16 years old | 0 |
| 16-44 | 50 |
| 45-64 | 20 |
| 65-74 | 8 |
| 75 or over | 0 |

**Question 32 – Are you ?**

|  |  |
| --- | --- |
| Male | 36 |
| female | 42 |

**Question 33 – Do you have a long standing health condition**

|  |  |
| --- | --- |
| Yes | 30 |
| No | 44 |
| Don’t know / cant say | 4 |

**Question 34 – What is your ethnic group ?**

|  |  |
| --- | --- |
| White | 0 |
| Black or Black British | 8 |
| Asian or Asian British | 54 |
| Mixed | 0 |
| Chinese | 0 |
| Other ethnic group | 16 |

**Discussion of results**

The results of the survey were discussed in the meeting on 6.2.2014 which was held in the patient waiting room at Highgate Medical Centre – St Patricks Community Centre for Health, Frank Street, Highgate, Birmingham B12 OYA

In this meeting the findings were discussed aswell as the actions that could be taken. It was explained to the patients that the survey is to get views of the patients and sometimes due to limitations beyond our control and financial restrictions we are unable to meet all the demands. Overall the patients were satisfied with the practice doing well when it comes to dedicating time to the patients. The survey result also showed us that we are doing very well on the medical care of our patients. Patients were happy with the time, attention and care given by the clinical staff.

The 2 main actions points that came out of the survey were :-

* Increase patient education to help make best use of services and to reduce the pressure of the appointments. Patients also be reminded about the role play meeting held on 19.6.2013 that there is a 10 minute appointment slot and only one main problem should be discussed per appointment.
* Improve appointment availability - we have re-looked at our appointment access times and have made the following changes.

We will make changes to our appointment slots to offer more urgent slots on the same day to accommodate more same day appointments.

* Health information played on TV screen in the waiting room while patients are waiting to be seen.

**Future Action Plan**

* Keep patient surveys ongoing via agreement with the PRG members
* Continue with the PRG meetings
* Publication of report on website
* Extended hours late night on Monday and Friday nights until 7.30 pm
* Extended hours weekend opening on Saturday 9.00-12.00 midday.
* Same day appointments for all children aged 18 and below.
* PRG meetings displayed on waiting room notice boards and open to all patients to attend.