

KUMAR MEDICAL CENTRE- Local patient participation Report-2012-2013

Process of recruiting new members in the PRG(Patient representative group):

The practice aims for a PRG that is representative of its demographics and a reasonable sample in its size.

The practice advertised the formation of the PRG in the waiting area explaining the purpose of the PRG and requesting new volunteers to join the group.

Three new registered patients responded and expressed an interest in joining the group .the group now consists of a total of 13 patients, 5 males and 6 females.

The meetings of the PRG are held in the Practice.

Agreement of Priorities for the Patient survey :

Dr. H. Kumar and Poonam Kumar gave the initial guidance about the survey including priority areas. The PRG met on two subsequent occasions in August and December to discuss areas that they viewed as priority.

During the meetings the PRG discussed on areas they believed to be priorities which they wished to include in the survey and these can be broken into the following categories:

- Access to the surgery
- Appointments
- Services provided by Doctors
- Services provided Nurses
- Surgery premises
- Comments

The Survey ,collating and sharing of the Results with the PRG :

During the meeting on 18/08/2012 the PRG members suggested and discussed the priority areas to be included in the survey. The patient questionnaire was devised using the priority areas and e-mailed to the members. After necessary amendments the survey was finalised in the meeting held on 01/12/2012. A local patient participation was undertaken at Kumar Medical centre in January and February 2013.

Approximately 115 surveys were distributed amongst the registered patients. 90 completed questionnaires were returned. The PRG group suggested that registered patients in various age groups should take part in the survey therefore the survey was printed on different coloured paper indicating the age groups discussed.

Action Plan from the Results:

The findings of the patient questionnaires were sent to all members of the PRG and invited to attend a meeting on 23rd February 2013 to discuss the results. The PRG members prioritised the need and suggested that the following action plan be implemented.

KUMAR MEDICAL CENTRE
2012/2013 PATIENT SURVEY ACTION PLAN

Priority Area	Action Plan Agreed
Access to Appointments	<ul style="list-style-type: none"> • Appointment booking system allows patients to book via the telephone or in person .The number of appointments offered by the practice for the doctors and nurses was discussed in detail and it was agreed that the practice was offering appointments in line with the national number of appointments /1000 patients. All emergencies were seen on the day. Therefore it was not necessary to increase the number of appointments for the practice. • Patient Education with regards to doctors working in the surgery and their schedules. Practice to advertise the days and shifts various doctors work in the surgery on the website.
IMPROVING PATIENT EXPERIENCE	<p>Waiting time an issue for the practice :</p> <ul style="list-style-type: none"> • Work on reducing number of occasions GP run late for appointments. Group agreed that a survey will be carried out twice in a year for one week. Waiting time will be calculated from the actual time the patient was given an appointment and not from the time the patient arrived in the practice. It has been seen that patients arrive well in advance for their appointments. • Reception staff to apologise and inform patients on arrival when appointments are running late for more than 30 minutes.
Improving Opening hours	<ul style="list-style-type: none"> • Practice already does extended hours. To give more flexibility to working patients it was suggested that one day a week morning appointments can start at 8.30 am.
Improve services And communication with patients	<ul style="list-style-type: none"> • Online prescription service for patients. • Electronic prescribing service to go live. • We currently produce a newsletter and advertise in the waiting room for changes and any updates to inform patients. We are considering to use the notice board on the practice website to increase our communication with the patients.
Improve efficiency	Practice staff to undergo training to improve efficiency by using improvement tools developed by Productive General Practice.
	<ul style="list-style-type: none"> • Health & Safety reception staff not to offer appointments to elderly patients upstairs with the GP. Give patient choice to see the doctor on duty downstairs or give another appointment when the doctor they want to see is working downstairs. If patient insists then to let the patient know that it is going to be recorded in their notes.

SUMMARY :

Since the formation of the PRG group in 2011 the members of the group have been active in devising and completing their second patient survey. The practice is very grateful for the hard work carried out by the members.

We would like to give our sincere thanks to the group and to all the patients who have invested time and effort in completing the survey. We are hopeful that addressing the areas identified will improve the service offered and the patient experience at KUMAR MEDICAL CENTRE.