

Vassall Medical Centre Patient Participation Report 2011-12 (7th March 2012)

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

Patient Group

Vassall Medical Centre (VMC) set up a patient group in Sept 2011. The group is in its initial stages of formation. At present we have eight active patient members and five members who would like to be kept informed. We are encouraging our patients to join the group as we would like to gain a wider representation of our patient population.

Ethnicity break down:

Black British = 4

Black Caribbean = 3

Other = 1

White British = 5

Steps the Practice has taken to ensure that the PPG is representative of its registered patients and steps taken by the Practice to ensure wider patient representation.

To assist us in forming a group representative of the practice population, we distributed a questionnaire in the practice. The questionnaire focused on the following issues:

- Contributing to the continuous improvement of health services.
- Building relationships between the practice and patients.
- Building relationships between patients and groups.
- Building communities and promoting good health.
- Improving communication between the practice and its patients.

- Giving patients a perspective on services provided by the practice.

The questionnaire aimed to ascertain our patients' level of interest in these issues and also to drum up awareness and interest in the patient group. Some of our active patient group members kindly distributed the questionnaire in the reception and were on hand to answer any queries the patients had regarding the group. The response and feedback received was very positive and the group were able to encourage patients to join.

We still felt that the wider practice population was not represented within the group, especially the 15-45yr age group. In order to encourage this age group we targeted:

- Midwives clinics where expectant mothers were given information about the group.
- Mums at baby clinic. One of our patient group members chatted to them and told them about the group.

In addition:

- We put up posters in the practice.
- We advertised in our patient newsletter
- Staff and Clinicians approached patients

Results of the Questionnaire

Completed 7

Question 1-

2 responded they had no concerns at the moment regarding the government proposal and how it would affect them.

4 answered yes

1 not sure

Question 2

3 answered, waiting to find out how it will affect them

2 not sure if the new proposals were better for patients.

1 not sure whether GPs buy services that patient need.

1 no concerns

Question 3

5 said yes to be kept informed

2 does not really matter

Question 4

5 Yes would like to be kept informed

2 declined.

One of the queries which came out during the distribution of the survey was how do we engage non English speaking patients who have shown interest in joining the group. This was discussed at the next patient group meeting (5.3.12).

Outcome of the discussion

- It was suggested that there should be an open day organised at the practice to allow patients to come and meet other patients and also get information on services available. This would give an opportunity for non English speaking patients to meet patients from similar backgrounds, which would be of benefit to them. This would also provide an excellent opportunity to promote public health by conducting a talk on healthy living, lifestyle and dietary information.
- Practice to look into inviting speakers at the surgery. If possible speakers for the non English speaking population. This would attract and encourage more patients to join the group.
- Practice Manager to find out if voluntary interpreting services are available for non English speaking patients.
- Patient group members to look into the community for voluntary support for interpreting services.

Actions/Concerns :

- May require considerable organising where the elderly/vulnerable patients are involved, as well as permission of the doctors.

- Catering should be sensitive to the ethnicity, age and religious requirements of attendees.
- Further discussion on how to involve non English speaking patients to follow in the next meeting when more members attend.

General description of the Patient Survey.

The practice held a meeting with the patient group in Jan 2012 to discuss the items to include in the survey. The areas agreed upon were as follows:

- Satisfaction with booking an appointment.
- Satisfaction with phoning through to the practice.
- Satisfaction with receptionist handling of their query.
- Satisfaction with outcome of consultations
- Did they feel listened to by the clinician.
- Satisfaction with seeing a Doctor of their choice.
- Satisfaction in booking an appointment 48hrs or more in advance.
- Did they know about the out of hours GP service?
- Overall satisfaction with the practice.
- Would they recommend this practice?

Results of the Local Survey

The main themes that came out of the patient survey were as follows:

- Surgery opening times.

- The result of this question could be different if a 3rd option was included(do not know)
- 70% were not aware of the surgery extended hours.
- 52% did not know how to contact an out of hours GP service.
- 73% would recommend this practice.
- 82% said they have been able to see a doctor fairly quickly.
- Surgery opening times-the result of this question could be different if a 3rd option was included (do not know), although 82% knew the surgery was closed at lunchtime.
- 98% said the reception staffs were polite and 82% said the reception staff could resolve their query.
- 70% said they were able to book an appointment 48hrs or more in advance.

Priorities for the Practice and PPG arising from the Patient Survey

1. 1.

Expand patient groups to include harder reaching groups such as ethnic minorities, younger patients and young mothers. (ongoing)

2. 2.

Establish a patient lead PPG.

3. 3.

Enable patients to feedback on changes to the NHS that directly impact the practice and the services it provides

4. 4.

Ensure up to date patient information is available via website, posters and newsletters.

5. 5.

Work with the practice to gain feedback from patients via surveys.

6. 6.

Notify patients of any extended opening hours for the practice during which health care professional are accessible to registered patients

Action Plan as a result of Patient Survey and feedback from Patient Group.

Key Issues	Action Plan	When
Engage Non English speaking, ethnic minority patients for the PPG	It was suggested that there should be an open day organised at the practice to allow patients to come and meet other patients and also get information on services available. This would give an opportunity for non English speaking patients to meet patients from similar backgrounds, which would be of benefit to them. This would also provide an excellent opportunity to promote public health by conducting a talk on healthy living, lifestyle and dietary information.	June 2012
	Practice to look into inviting speakers at the surgery. If possible speakers for the non English speaking population. This would attract and encourage more patients to join the group.	July 2012

	<p>Practice Manager to find out if voluntary interpreting services are available for non English speaking patients.</p> <p>Patient group members to look into the community for voluntary support for interpreting services.</p>	May 2012
Surgery Extended Hours	<p>It was agreed that written notices in the reception will be put up stating our extended opening hours which are Monday-Friday 7-8am. This message will also be displayed on our electronic Jayex board. More emphasis will be given to our opening times on our website. Reception staff to also make patients aware of our early start.</p>	March 2012
Out of Hrs GP Contact	<p>Same as above. Notices will be displayed in the reception area where they are clearly visible to patients. Edit the message displaying on the Jayex board. This will include all the information about how to contact out of hours GPs and their telephone number and address. Website to be updated.</p> <p>Invite a speaker from the Out of Hours provider (SELDOC) to a PPG meeting.</p>	<p>March 2012.</p> <p>May 20</p>