

Brandon Lane Surgery

Patient Participation Reference Group

Report 2013 / 2014

The patient participation reference group was established approx. 2003, the first meeting took place on 12 March 2012 at that time the group consisted of 24 members.

Clair McKay took over the role of the patient participation group co coordinator in May 2013 when she joined the practice.

The practice is always actively trying to attract more members to the group by displaying posters in the waiting area, the local sure start centre, local shops and chemists. Patients can also register an interest on our website. Clair has attracted 13 new members and is now actively getting all staff members involved in promoting the Patient Participation group including the GP, Practice Nurse and Health Care Assistant. We also collected patient emails and sent out an email asking if the patients were interested in joining the group. We also ask patients who are registering if they would like to participate. Due to work commitments a lot of our patients prefer to participate online.

Clair also sat in reception and greeted patients when they arrived for their appointments and explained about the patient participation reference group and actively encouraged patients to join. We now even have a 13 year old patient in the group.

The group profile is as follows,

Male	under 16 white British	Brandon resident
Female	25-34 white British	Brandon resident
Male	35-44 white British	Brandon resident
Female	17-24 white British	Browney Lane resident
Female	35-44 white British	Langley Moor resident
Female	45-64 Asian background	Brandon resident
Female	55-64 Asian background	Brandon resident
Female	25-34 Chinese	Brandon resident
Female	17-24 white British	Brandon resident
Female	55-64 white British	Brandon resident
Female	55-64 white British	Brandon resident
Female	45-54 white British	Brandon resident
Male	35-44 white British	Brandon resident
Female	75-84 white British	Brandon resident
Female	25-34 white British	Brandon resident
Male	45-54 white British	Brandon resident
Female	35-44 white British	Bandon resident
Female	55-64 white British	Ushaw Moor resident

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Female	45-54 white British	Brandon resident
Female	75-84 white British	Brancepeth resident
Female	55-64 white British	Brancepeth resident
Female	45-54 white British	Langley Moor resident
Female	45-54 white British	Brandon resident
Male	65-74 white British	Brandon resident
Female	35-44 white British	Brandon resident
Male	35-44 white British	Brandon resident
Male	45-54 White British	Brandon resident
Female	65-74 White British	Meadow field residents
Female	75-84 White British	Brauncepeth Village
Male	25-34 White British	Brandon
Female	25-34 White British	Ushaw Moor
Male	17-24 White British	Brandon
Male	17-24 White British	Brandon
Female	45-54 White British	Ushaw Moor
Female	34-45 White British	Brandon
Male	34.45 White British	Meadow field

The patient survey was carried out in October 2013, and was sent to all the members to ask if they wanted any additional questions added on or any wording to be changed, we had 3 replies saying that the questionnaire was ok. In total we submitted 100 questionnaires out to our patients of both sexes and all ages. These patients were all attending the surgery, except the members of the PRG who received the survey by email. The survey was given out at various times during the day including baby clinic and warfarin clinics this ensured that we covered a wide selection of the practice population. Again we promoted the patient participation group as we handed the survey out and actively got 5 people to join.

Survey results 2013/2014

First of all we would like to thank all patients who took the time to complete the survey as any feedback good or bad can help us improve the service that the practice offers.

Clair emailed and posted out a copy of the results of the survey to all the members of the patient participation group and also we have displayed the results on our website.

A few of the group who responded to the results was then offered to discuss the findings of the survey by email, only three people responded and agreed that the results did reflect in what they thought.

The main areas that we agreed that the surgery needed to focus on in view of the survey results are:-

PRIVACY – 75% of patients said that other patients could overhear conversations with receptionists but that they did not mind, however 11% of patients did mind.

ACTION – Clear notices have been put up in the waiting area to advise patients that if they would like to speak in private to ask receptionists, also for receptionists to offer patients a private place to discuss any sensitive matters.

WAITING TIMES – 59.2% of patients said that they had to wait between 5-15 mins and 14.3% 15-30 minutes wait however out of these patients 24.3% said that the wait was too long. This was also a concern in last year's survey and action plans are still in place.

ACTION – Educate patients that turning up late for appointments can have a knock on effect to all other patients booked in as we only allow each patient a 10 min slot.

Also patients are not checking in with reception staff, in an ideal quiet day this may not cause any problems as reception staff can see who is waiting in reception area, however on a busy day patients may get missed. We have put clear signs up in the waiting area to say that they must check in with reception staff or they could miss their appointment. To date this is still an on-going problem.

The practice is aware that sometimes we do have a problem with waiting times however sometimes running late is unavoidable due to complicated consultations or patients presenting with more than one problem.

ACTION- Patients to be informed if Dr or Nurse is running late

APPOINTMENT BOOKING – 70% of our patients book their appointment by telephone, and 30% in person, 0% book appointments online, however 60% of our patients did not realise that they could book appointments online.

ACTION – to offer every patient online registration explaining the benefits to the patients.

Suggested improvements for the surgery via the survey:

- Ask everyone who approaches the reception if they are registered for Online and explain the benefits to them.
- Check mobile numbers with every patient as they now receive a text message reminding them of their appointment date and time which will reduce DNA's and patients turning up late for appointments
- Offer private places to discuss sensitive issues.

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Comments regarding the surgery:

- Very good surgery
- Excellent surgery
- 10/10
- Very pleased with the surgery and the services we provide
- Outstanding surgery
- Friendly & helpful staff
- Would recommend surgery to friends and family

Once again I would like to thank the patients who completed the survey as positive and negative as it is essential to us in the decision making when reviewing our service.

As a practice we are always looking for new members to join the group and all staff are actively looking for new members.

Also we will continue to strive to improve our practice during 2014 and we hope that our involvement in the Patient General practice should help us to address the issues raised in the patient survey, and we will keep patients informed of our progress.

We will be arranging a face to face meeting with the group in early summer.