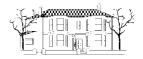# SELDEN MEDICAL CENTRE

PATIENT PARTICIPATION GROUP REPORT 2013-14

This report describes the actions taken by the Practice and the Patient Participation Group in the year 2013-14.

The report includes:

- Review of the last year
- Issues that were prioritised and included in a local practice survey
- The local Practice Survey Results
- Minutes of the meeting to discuss the Survey
- Action Plan agreed

Review of 2012-13

The Patient Group met through the year and also corresponded via email. Minutes of the meetings can be found on the website: http://www.seldenmedicalcentre.nhs.uk/SMC-Patient-Group/Patient-Participation-Group

The Action Plan from 2012-13 was completed and reported upon:

- The Practice is still promoting on line access for repeat prescriptions with a banner, posters, messages on prescriptions and information on the waiting room screen. However, it does seem the majority of our patients still hand in or post their request. Promotion willcontinue.

- The cost of a wheelchair space proved prohibitive as the Practice still hopes to move to large premises; the Group agreed with this and it was agreed that a notice will be placed in the waiting room in one area for "Priority Seating" and receptionists will keep alert to any over-crowding in the waiting room.

- Posters and information are now updated more regularly and a dedicated member of staff is responsible for this area of the waiting room.It was agreed that the information was better displayed.

- Opening times are varied and we offer early morning and evening appointments. To help with high demand following a GP's sick leave andwinter pressure we have opened on some Saturday mornings over the lastyear.

- A successful pilot on telephone consultations has led to telephone consultations being available on a regular basis, which has proved positive and effective in dealing with our high patient demand for appointments and popular with patients.

Priorities for the Patient Survey 2013-14

The group regularly discusses Practice issues at the meetings and those that were considered a priority at the meetings were telephone answering, appointment availability, upgrade of premises, promotion of the online services and the website. As these were similar issues to last year, the email forum was targeted in order to investigate if any other issues could be incorporated in the survey and it was agreed that these topics would cover their concerns and would be suitable for discussion and actioning this year.

Survey Results

Please see the website for the Survey Results at:
http://www.seldenmedicalcentre.nhs.uk/SMC-Patient-Group/Patient-Survey-Results-2013-2014

Comment and Discussion on the Survey Results

The Patient Group met to discuss the Survey results on 9th January, 2014:

Key findings revealed that the mean scores fall in the middle or lower 25% in the headings: "About the Practice" and "About the Staff". Mean scores "About the Practitioner" were better in the middle 50%. General comments ranged widely from "excellent", "does not need to be improved" and " staff are courteous and cooperative at all times" to "disorganised", "Abrupt rude staff" and "impossible to get an appointment".

The group discussed areas where we deviate most from the national benchmark:
- Ability to see practitioner of choice
- Ability to speak to practitioner on the phone
- Waiting Time in the waiting room
- Telephone access

These were discussed and the reasons why this might be, see full minutes embedded below for further detail.

Following discussion of the survey results at the meeting, the main priorities identified by the Patient Group were:

- Communication with patients
- Receptionists offering Nurse Practitioner
- Self-care information
- Premises

It was reported from staff discussion and review of the survey the Main priorities identified by Practice staff highlighted were:

- Appointment availability
- Reported lack of opportunity to make complaints/compliments
- Reminder of health checks
- Information for patients re prevent/stay healthy

Full minutes of the meeting on 9.1.14 can be seen at:
http://www.seldenmedicalcentre.nhs.uk/SMC-Patient-Group/Patient-Participation-Group

Our Action Plan

Further to discussion and priorities made, the following action plan was agreed by the Patient Group:

ACTION PLAN

ITEM	ACTION required
Ability to make complaints or compliments. Currently there are forms to complete if a patient requests.	A "comments" box to be made available in the waiting room. Promotion re feedback on NHS Choices and the website, good and bad.
Appointment availability. Patients felt that they were not being offered nurse practitioner/minor illness nurse appointments.	Receptionists to have on-going training and this item to be priority in order to give patients choice.
Communication with patients	A quarterly newsletter to be set up and promoted on the website and in the waiting room
Premises	The Practice still hopes to secure funding for new premises. Meanwhile a spring clean and re-decorating will be scheduled in.

Summary of 2013-14

In summary the Patient Group and email forum made regular contact through the year with meetings re-arranged if low attendance was forecast. Minutes were emailed and published on the website.

The Patient Survey was reviewed and discussed and an Action Plan for 2014-15 was proposed. The Survey and Report is also available on request from the Practice.

The Group will continue to meet at least quarterly and the Practice will continue to promote its existence. The Practice Leaflet contains information and a slip to return if patients are interested in joining.

Updates on this Report can be seen on the website in the Minutes of the Patient Group Meetings and will be emailed to the email forum.

If you are a patient at the Practice and interested in joining the Selden Medical Centre Patient Participation Group, please contact us via the website: www.seldenmedicalcentre.nhs.uk or call in to the Surgery.