

Practice Name: GLADSTONE MEDICAL CENTRE

Patient Participation Report 2013/14

This report summarises the development and outcomes of the Patient Reference Group (PRG) in 2013/14.

1. Profile of the PRG

The PRG has a current membership of 7 members and age range is from 41-77. There are 3 female and 4 males.

The Practice has written to patients from the ethnic community inviting them to join the PRG but has not received a positive response.

2. Priorities for the survey and how they were agreed with the PRG

PRG meets on a quarterly basis.

Report circulated to the PRG members highlighting our best and lowest scoring along with suggestions of how to improve was emailed to the PPG members for comment.

Comments received are incorporated in our final report, and the result posted on the practice website.

3. Method and results of patient survey

The Practice contacted a specialist company – CEFP UK Surveys – 120 questionnaires were supplied and divided between the four GP's.

The results were received and the highest and lowest scoring questionnaires were discussed within the management structure and the PRG were asked to comment.

4. How the survey findings were discussed and changes agreed with the PRG

These were discussed within the management meeting regarding the highest and lowest scores. A discussion took place regarding what could be done to improve the lowest scores and the suggestions were passed to the PRG for their comments.

5. Action plan agreed with the PRG

[Details of the action plan setting out how the findings or proposals arising out of the local practice survey can be implemented and if appropriate, reasons why any such findings or proposals should not be implemented].

You said...	We did...	The result is...
SPEAK TO PRACTITIONER ON PHONE	WE HAVE IMPLEMENTED DEDICATED TIME AND APPOINTMENT SLOTS FOR TELEPHONE CONSULTATIONS AT THE END OF EACH SURGERY.	A TELEPHONE CONSULTATION SESSION HAS BEEN CREATED AND PATIENTS CALLED BY PRACTITIONERS AT THE END OF THEIR CLINIC.
SEE PRACTITIONER OF	WE INTEND TO INFORM ALL HOUSEHOLDS BY A	PATIENTS ARE INFORMED IF IT IS AN

CHOICE	NEWSLETTER OF THE AVAILABILITY AND CLINIC TIMES OF EACH CLINICIAN & THESE WILL BE PUT ON THE PRACTICE WEBSITE.	EMERGENCY APPOINTMENT IT WILL NOT BE A PRACTITIONER OF CHOICE. IF THEY WISH TO SEE A PRACTITIONER OF THEIR CHOICE THEY WILL BE ABLE TO BOOK AN APPOINTMENT ON THE DAY THE PRACTITIONER IS AVAILABLE.
WAITING TIME	THIS OFTEN OCCURS WHEN A PATIENT ARRIVES EARLIER THAN THE APPOINTMENT TIME AND THEN HAS TO WAIT LONGER.	IF PATIENTS ARRIVE BEFORE THEIR APPOINTMENT IS DUE THEY WILL BE INFORMED BY RECEPTION THAT THEY WILL BE CALLED AT THEIR APPOINTMENT TIME.

6. Opening times

The Practices opening times are as follows:-

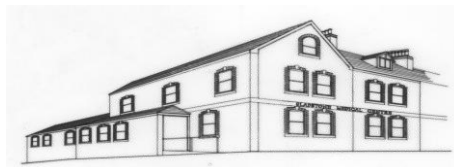
Monday – Thursday 8.30am – 7.30pm & Friday 8.30am to 6.30pm

7. Extended hours

[Where the contractor has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients].

The Practice extended hours are as follows:-

Monday – Thursday 6.30 – 7.30 open appointments – with 3 telephone consultations at 7.30, 7.40 and 7.50



Gladstone Medical Centre

IPQ Report

Number of patients providing feedback: 120

Question	Poor	Fair	Good	Very Good	Excellent	Blank/Spoilt	% of patients selecting good, very good or excellent
Q1 Opening hours satisfaction	0	10	34	41	35	0	91.7
Q2 Telephone access	0	4	32	49	33	2	95
Q3 Appointment satisfaction	2	3	39	31	43	2	94.2
Q4 See practitioner within 48 hours	4	16	39	32	26	3	80.8
Q5 See practitioner of choice	4	22	31	36	22	5	74.2
Q6 Speak to practitioner on the phone	7	18	38	27	17	13	68.3
Q7 Comfort of waiting room	0	8	49	37	24	2	91.7
Q8 Waiting time	5	10	43	42	15	5	83.3
Q9 Satisfaction with visit	2	9	26	28	49	6	85.8
Q10 Warmth of greeting	4	8	22	36	48	2	88.3
Q11 Ability to listen	3	11	19	33	50	4	85
Q12 Explanations	3	8	26	37	42	4	87.5
Q13 Reassurance	2	16	22	28	48	4	81.7
Q14 Confidence in ability	2	9	21	34	50	4	87.5
Q15 Express concerns/fears	2	15	23	35	42	3	83.3
Q16 Respect shown	2	8	22	32	51	5	87.5
Q17 Time for visit	2	13	22	33	46	4	84.2
Q18 Consideration	1	12	24	33	38	12	79.2
Q19 Concern for patient	2	10	27	28	41	12	80
Q20 Self care	3	10	24	30	37	16	75.8
Q21 Recommendation	2	8	22	30	41	17	77.5
Q22 Reception staff	1	2	17	43	53	4	94.2
Q23 Respect for privacy/confidentiality	0	5	18	45	45	7	90
Q24 Information of services	2	4	24	42	37	11	86
Q25 Complaints/compliments	2	6	37	35	27	13	82.5
Q26 Illness prevention	1	9	32	38	29	11	82.5
Q27 Reminder systems	1	11	35	32	30	11	80.8
Q28 Second opinion/comp medicine	0	10	39	31	20	20	75