

Patient participation DES end of year Report

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Brief Summary of Patient Representative Group:

The Patient Representative Group (PRG) at Holyhead primary Care Centre was established in 2005 to understand patients' views on the surgery's services. We tried to ensure that this group will represent practice population and review health care services surgery is offering in context of their requirements. Objective of this group formation was to involve patients in decision and strategy making for surgery operation. It is an open group and any patient of Holyhead primary care centre can join this group to become member.

Demonstration of Patient Reference Groups' Representation				
Practice Population Profile		PRG Profile		Difference
Age				
% Under 16	19.7%	% Under 16	0%	-19.70%
% 17-24	10.6%	% 17-24	0%	-12.60%
% 25-34	25.9%	% 25-34	11.11%	-14.79%
% 35-44	19.3%	% 35-44	11.11%	-08.19%
% 45-54	12.9%	% 45-54	22.22%	09.32%
% 55-64	07.3%	% 55-64	33.33%	26.03%
% 65-74	02.4%	% 65-74	11.11%	08.71%
% 75-84	01.1%	% 75-84	0%	-01.10%
% 85 and Over	0.27%	% 85 and Over	11.11%	10.84%
Ethnicity				
White		White		
% British Group	03%	% British Group	11.11%	08.11%
% Irish	<01%	% Irish	0%	-01.00%
Mixed		Mixed		
% White & Black Caribbean	1%	% White & Black Caribbean	0%	-01.00%
% White & Black African	<1%	% White & Black African	0%	-01.00%
% White & Asian	<1%	% White & Asian	0%	-01.00%
Asian or Asian British		Asian or Asian British		
% Indian	30%	% Indian	33.33%	03.33%
% Pakistani	03%	% Pakistani	0%	-03.00%
% Bangladeshi	05%	% Bangladeshi	11.11%	06.11%
Black or Black British		Black or Black British		
% Caribbean	16%	% Caribbean	22.22%	06.22%
% African	06%	% African	11.11%	05.11%
Chinese or other ethnic group		Chinese or other ethnic group		
% Chinese	01%	% Chinese	0%	-01.00%
& any other		& any other		
Gender				
% Male	59.70%	% Male	66.66%	06.96%
% Female	40.34%	% Female	44.44%	04.10%
Differences between the practice population and members of the PRG		Major difference was found for age group below 24 years. Ethnic groups like Pakistani and Chinese were not well represented in PRG group		

PRG Development:

Minor variations observed in practice population profile and PRG profile in spite of conscious efforts to engage representations from all sections including ethnic minorities. During surgery's staff meeting dated 14-10-2013 it was decided to invite more patients to join PRG. Patients coming to surgery were invited by administration and reception staff to join PRG. Information was provided about PRG to all patients who had reported on reception desk either for appointment or for prescription collection from 1st November 2013. Apart from these invitations, poster for PRG group was posted on surgery notice board. Notice about PRG and its membership was displayed on patient calling screen in waiting area (Jayex Monitor). GPs, Nurses and HCAs discussed with patients about PRG and explained how they can get involved in service improvement by escalating their issues and views. Invitations and information was given to all sections of patient populations including ethnic minorities. Pakistani and Chinese patients were invited to join PRG group. We tried to invite patients from age group of 17-24 and under 16 years. Polish and Kurdish patients were invited to join group.

PRG frequency: Annually

Meeting	Summary
14.10.2013	Discussed and agreed priorities for area and survey forms individually
14.10.2013	Introduced all members, Reviewed survey results and discussed potential action steps. Finalised an action plan.

RPG Members:

Name
Mr R McLeary
Mr A Nath
Mr C Lal
Miss M Fengler
Mr A Boldi
Mrs E Boldiova
Mr.S Glinka
Mrs.Satnam

Mrs J Chahal
Mr K Atluri
Miss S Kaur

Patient Survey:

In line with national survey, Holyhead primary care centre also tried to conduct an internal patient survey to understand patients' experience in particular area and encouraged patient to comment and suggest improvement steps.

Areas of priority and how they were decided

In the PRG meeting in October 2013, we reviewed national survey results for the Practice from 2012 to 2013. We also consider few traditional questionnaires to decide priorities and structure questions. Questionnaire comprises four main domains i.e. Questions about practice, Doctors, Nurses and Reception Staff. Areas of priority were surgery opening hours, opportunity to see clinicians within 48 hours, respect for privacy and confidentiality, waiting time in surgery and access to surgery telephone. Few open ended questions were added to understand patients' comments and suggestions to improve services.

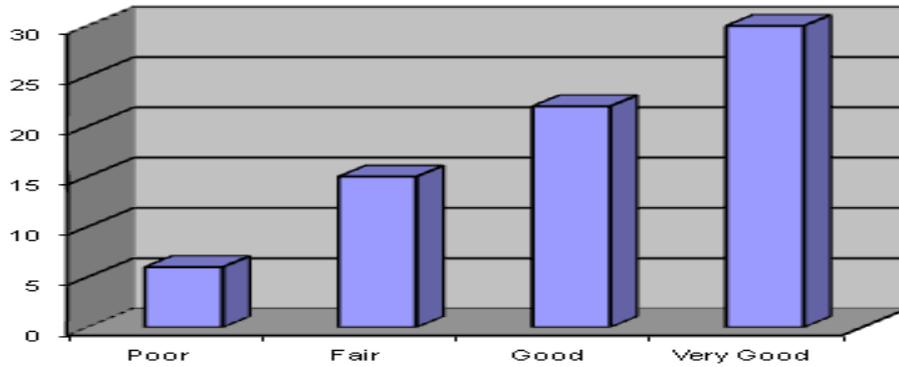
Survey Conduction:

Holyhead Primary care centre has been carrying out internal patient experience survey throughout the year. Everyday survey forms have been distributed randomly to patients coming to surgery. Survey form comprises four major domains. All domains contain questions for which patients can rate the mentioned service area on number scale 1-5. Last section has open ended questions, where participant can write grievances, comments and suggestions. For patients who can not read or write English, interpreters were asked to assist them to fill in forms. Filled forms were collected from patients about their experience at surgery. Manager and senior staff continuously monitored these survey forms for immediate detection of any issue. Weekly all filled forms were reviewed and data was entered in MS excel. Data was analysed and presented in tabular and graphical forms. Practice manager conducts monthly short meeting with GP to monitor patients' feedbacks.

Survey Results:

Results of data analysis were showed in graphs below.

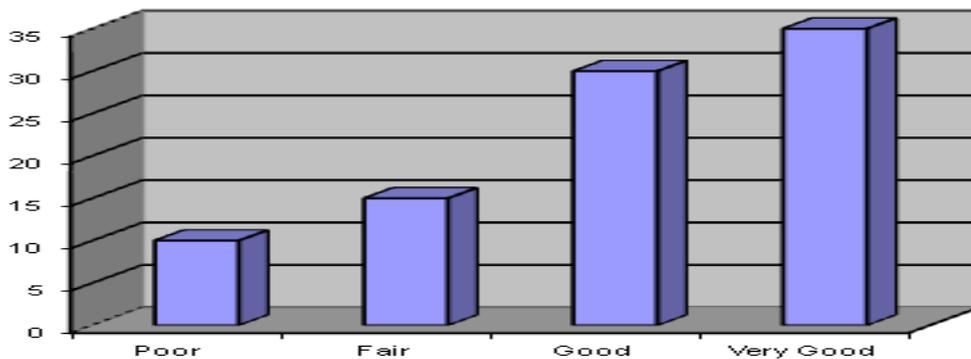
Satisfaction with Surgery's Opening Hours



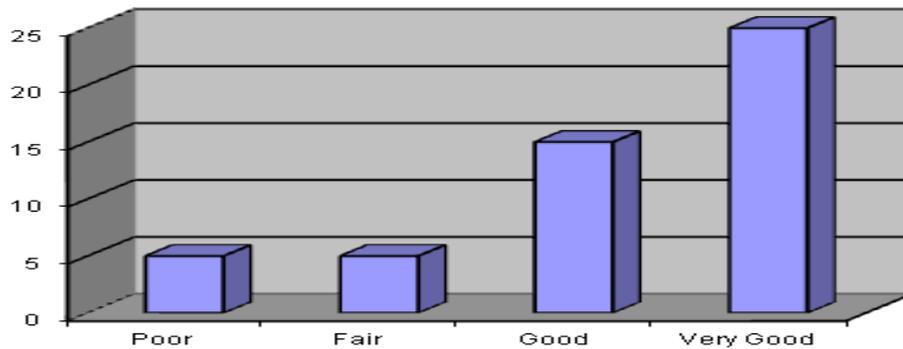
Satisfaction with Appointment availability within 48 Hours



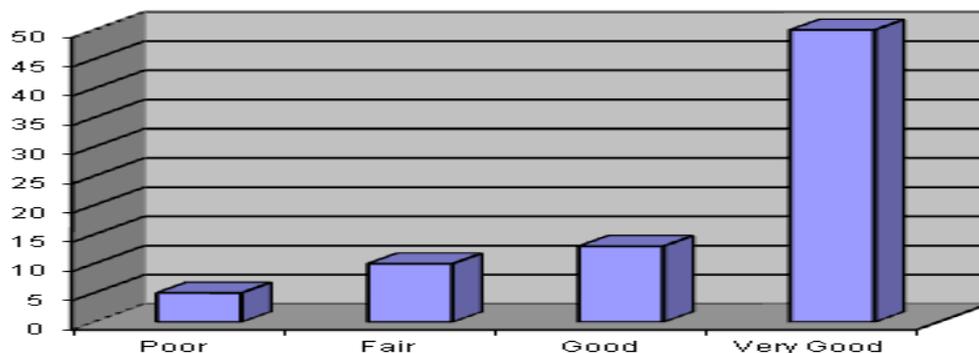
Respect shown for privacy and confidentiality



Length of waiting time in Practice



Access to Surgery Telephone



Discussion about Results:

In the PRG meeting on 14 Oct 2013, we discussed the findings of the survey and potential actions could be taken with PRG members. After reviewing results, we came to conclusion that three areas of improvement could be as follows:

- Reduction in the length of waiting time in the practice to see doctor
- Improve appointment availability within 48 hours
- Educate patients to increase best use of the services and reduce pressure on appointments

Action Plan:

Action	Task	Timeline
Reduction in the length of waiting time in the practice to see doctor	<ul style="list-style-type: none"> • Informed doctors to follow appointment times as much as possible • Patients were informed about one appointment for one problem • Dedicated appointment slots for emergency and telephone consultations 	<p>Start execution on Nov 2013</p> <p>Plan reviewed on monthly basis by manager</p>
Improve appointment availability within 48 hours	<ul style="list-style-type: none"> • Effective triage system and offer telephone consultation for minor ailments and test results • Educate patients to go to local pharmacy for minor ailments rather than waiting for appointments • Educate patients about 111 service 	<p>Started distributing information leaflets</p> <p>Started slideshows on Patient calling Screen in waiting area from Nov 2013</p>
Educate patients to increase best use of the services and reduce pressure on appointments	<ul style="list-style-type: none"> • Educate patients to go to local pharmacy for minor ailments • Inform patients about choices in emergency and walk-in centre • Educate patients to book telephone consultations for minor ailments and investigation results 	<p>Started distributing information leaflets</p> <p>Started slideshows on Patient calling Screen in waiting area from Nov 2013</p> <p>Utilisation of Interpreters (Polish, Kurdish) to educate patients</p>

Access to Surgery:

Surgery opening hours are as follows.

Opening Hours:

Day	Morning session
Monday	08:00 – 18:30
Tuesday	08:00 – 18:30
Wednesday	08:00 – 15:00
Thursday	08:00 – 18:30
Friday	08:00 – 18:30
Sunday and National holidays Closed	

Extended Hours:

Saturday	09:00 – 11:30
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Access to Services:**Address and contact number:**

Holyhead Primary Health Care Centre

1 St James Road

Handsworth

Birmingham

B21 0HL

Phone: 0121 554 8516 Fax: 0121 523 5306

www.holyheadprimaryhealthcarecentre.co.uk

Appointment Booking:

Please do visit surgery reception desk to book an appointment with GP, Nurse practitioner, practice Nurse or Health Care Assistant. Also you can call our main switchboard number 0121 554 8516 to book an appointment.

Emergency Appointments:

If you need urgent medical advice during surgery hours, please phone the surgery on 0121 554 8516. Please be prepared to give some information to the receptionist. We reserve few appointments for emergency patients. Doctor mostly triages health condition with information you provided and decide about emergency appointments.

Out-of-Hours:

If you need to see a doctor urgently when the surgery is closed please phone the surgery on 0121 5548516 and follow the instructions. You will be put through to the 'out-of-hours' service. All the calls will be triaged and appropriate action will be taken depending upon patient's medical condition. You might be asked to attend the out-of-hours clinic, or receive a home visit. Alternatively you can phone NHS 111 Service offers free expert health information and advice 24 hours a day. For deaf people and those hard of hearing, a telephone services is available on 0845 606 4647. If English is not your preferred language, you can choose to use a confidential translation service. The nearest NHS walk-in centre is located at Summerfield Primary Care Centre, 134 Health Street, Winson Green, Birmingham, B18 7AL, Contact No: 0345 245 0769 (opening timings: 8 am to 8 pm). NHS walk-in centres provide advice and treatment for a range of minor illnesses and injuries. Whatever the day or time, if you or someone else experiences emergency situations like severe chest pain, loss of blood, suspected broken bones, heart problem or stroke go to your nearest accident and emergency department or call 999.

Language Clinic:

We are running **Polish language clinics** on Monday and Friday every week for Polish patients.

Publication of the Report:

Hard copies are available in surgery and on the surgery website:
www.holyheadprimaryhealthcarecentre.co.uk