

ACTION PLAN FOR 2013/14 ENHANCED SERVICE FOR PATIENT PARTICIPATION GROUP

Introduction

This enhanced service is aimed at putting patients and their views at centre of delivery of clinical services by the practice. The idea is to take views of a representative group from our practice population through the formation of a patient participation group and implement changes suggested by the group. The information coming from the group is to be shared with the rest of the patients through publishing the summary of findings and action on the practice website.

Establishment of the PPG-

The practice PPG was formed in 2006 and we have changes in membership as we have gone along but fortunately we have had the services of 2 patients from the start who are still part of the PPG. The current members are:

Chair Person- Ballu Patel

Ashik Ali

Nasima Begum

Daksha Parmar

Manish Karavadra

Amritlal Patel

Natwarlal Mistry

And another member joining us is Ranjit Karavadra

This group is diverse as patients are aged from 33 to 78 years old.

It has 2 female and 4 male patients.

The patients are from different background and represent different communities and reflective of the practice population. The practice believes in constant encouragement of other patients to join the group. We had the feedback that some were willing to join the group if we could hold meetings late in the evening. Hence we have now decided to have meetings in the evening.

Discussion with the PPG

The PPG have been happy with our opening hours and access. The practice have staggered appointments from 830 am to 6 pm. The PPG appreciate the fact that practice doctors are available on site throughout the day for telephone advice.

Both the PPG and the practice share the concern with high number of missed appointments and hence we have explained the need to keep most appointments for the same day.

As agreed with the PPG, the practice has continued to use various techniques to minimise missed appointments such as SMS texts, telephone reminders, advertising stats in the practice notice board.

We have also started online booking of appointments and actively encouraging patients to use this form of access.

Practice Survey

We have the practice survey results. This is encouraging.

Some points highlighted-

-Total response – 47 patients.

-Telephone access- 82.9% found very easy or fairly easy to getting through the phone.

-Receptionist- 95 % felt they were dealt with good or fair.

-Nearly 60 per cent patients wanted extended hour opening and nearly 87 per cent were happy with our current extended hour opening times.

-87 per cent patients found waiting time before being called into see the doctor as good or fair.

- Almost 99 per cent patients found consultation with the doctor good or fair. Similar per cent figures were for the nurse though there were only 28 responses.

Outcome and Action Plan

The survey results are encouraging and previous IPSOS MORI results have also been encouraging.

The practice feels need to improve appointment system further and minimise missed appointments.

We have started a big push to encourage patients to book online. The staff regularly discuss missed appointments opportunistically as well as in a planned way.

The PPG members felt that those who come late or miss appointments should be asked to sit and wait to be seen so as to minimise impact on those patients who come in time. We do not send back patients even if they are late but request them to wait till the end of surgery to be seen.

All staff to update mobile number contacts for the patient so that they can be alerted/sent reminders through texts.

PPG members also suggested that this be reviewed at some point in 2014 to see how this is working.

