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KIRPAL MEDICAL PRACTICE

REPORT OF PATIENT PARTICIPATION GROUP DES 2013-2014

Representative Patient Reference Group

Our Patient Representative Group at Kirpal Medical Practice began in 2009 to understand the views of patients on the service that the Practice offered. The group reviews everything from access to services, to local health needs, and any changes within the Practice. The group comprises of an open membership which encourages involvement and attendance from all areas of the practice community.

Patients have been approached and invited via personal invitation by the Practice Manager and staff and we advertise on our Patient Notice Board inviting patients to join the group.

Our current PRG is as representative of the practice population as can be expected as the current membership consists of predominantly under 55year old (please see attached Representation Patient Reference Group list).

Patient Survey-Areas of Priority

A Draft Document of questions for patient opinion and discussion was produced and presented at the group meeting July 2013. The group discussed each question at length and a final 18 questions were approved. These were handed out to all patients over 6 week period in January 2014.

The PRG group felt that all the 18 questions covered all areas they would wish to audit. The Practice has developed into a Partnership with new Management over the last year and as a result certain areas such as telephone systems, opening times, appointment availability were to be reviewed and patient answers monitored and audited.

Survey Process

Over 400 Patient Questionnaires were handed out to patient over a 6 week period in January 2014. Over 270 patients completed the questionnaire. These

were given to patient on arrival at the surgery and patient was asked to post them into a box provided at Reception when completed.

Results were analysed, individually recorded and presented in tabulated format (see attached results).

Reflection on Finding of the Survey and Result-PRG Meeting

February 2014

The results were presented to the Patient Representative Group on the 27th February 2014 at the PRG meeting. The questions were individually discussed and reviewed.

Patient Survey Result and Action Plan

The Patient Survey Questionnaire was handed out to patients in January 2014. Approx 270 responses were handed back. These responses were then analysed, recorded and presented to the group for review and results discussed.

Overall the results were positive and showed continual improvement in our services in the areas which were targeted by the Practice from last year survey results.

Patient who had previously responded saying that they did not know how to contact an Out of Hours Doctors, last year previously response was 27%, this year's survey result were 58%.

The PRG had agreed on 2 further questions which were

1. Are you aware of the Health Exchange Facility at Soho Road Health centre
2. Are you aware of the NHS111 emergency service

The results of these were discussed and further suggestions agreed to improve patient information.

The PRG were pleased to confirm the results of the Survey .

The PRG and the Practice discussed the areas in which the Practice could progress toward in the coming year. The following areas were agreed.

ACTION PLAN 2014

- Promote patient understanding of NHS 111 through advertising, Notice Board, Leaflet, Website and Patient Information Screen
- Improving future access to Clinician – New Female GP
- Access via longer opening times-late evening and weekends
- Promote further involvement of PRG by advertisement and personal invitation

2014 Action Plan for Kirpal Medical Practice was approved by the PRG present at the meeting of 27th February 2014.