

DR R K VATISH
KIRPAL MEDICAL PRACTICE

REPORT OF PATIENT PARTICIPATION GROUP DES 2011-2012

Representative Patient Reference Group

Our patient representative group at Kirpal Medical Practice was set up 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 in an open membership which encourages involvement and attendance from all areas of the practice community.

Patients have been approached and invited via personal invite by the Practice Manager and Dr Vatish, by staff at Reception and we advertise on our Patient Notice Board inviting patient to join the group. Our aim is to encourage other categories of patients to join us by alternating the times of our meetings.

For example we may encourage younger working people to join us if we hold meetings in the evenings or Saturday mornings

Our current PRG is as representative of the practice population as can be expected as the current membership consists of predominantly over 34yr old, as the figures demonstrate. (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 in January 2012. The group discussed each question at length and a final 22 questions were approved. These were handed out to all patients over 3 week period.

The group felt that all the 22 questions covered all areas that they would wish to review. As the Practice List size had increased over the last 18 months certain areas such as telephone systems, opening times, appointment availability were to be of priority.

Survey Process

Over 450 Patient Questionnaires were handed out to patient over a 3 week period from 24th January 2012. Over 300 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 March 2012

The results were presented to the Patient Representative Group on the 8th March 2012 at the PRG meeting. The questions were individually discussed and reviewed.

Areas highlighted were patient unaware of the process to contact Out of Hours Services in emergency. It was agreed that the Practice would highlight this in the new Patient Leaflet, also on the Patient Notice Board and on the Practice Website.

The second area highlighted in the patient survey was patients were unaware of the 'Patient Suggestion' box at the entrance to the waiting area. It was agreed that this would also be put into the Patient Leaflet and on the Patient Notice Board and practice Website.

Another area of patient concern was Car Parking. The comments at the end of each questionnaire showed patients extreme difficulties with parking and access. It was agreed that the Practice Manager would contact HOBtPCT and inform them of the responses received in the Survey.

Access and Appointments. Dr Vatish has reviewed the Survey and will implemented 10 minutes appointment times. He also intends to employ a further Doctor to increase appointment access. The Opening hours are to be extended to 12.30 and 3.30 pm. The patient group were happy to support this proposal.

Agreement of the Action Plan for 2012 was approved by PRG present at the meeting on 8th March 2012