

Date: 17<sup>th</sup> March, 2014

## **Gate Medical Centre Patient Representative Group (PRG) Report 2013-14**

### **WHAT IS THE PATIENT REPRESENTATIVE GROUP PRG?**

The Patient Representative Group at Gate Medical Centre was established few years back to understand the views of patients on the services that the practice offers. The Group reviews all matters of importance that affect patients and meets periodically to discuss any improvements. The topics range

from access to services, local health needs and changes in NHS policy both locally and nationally. All

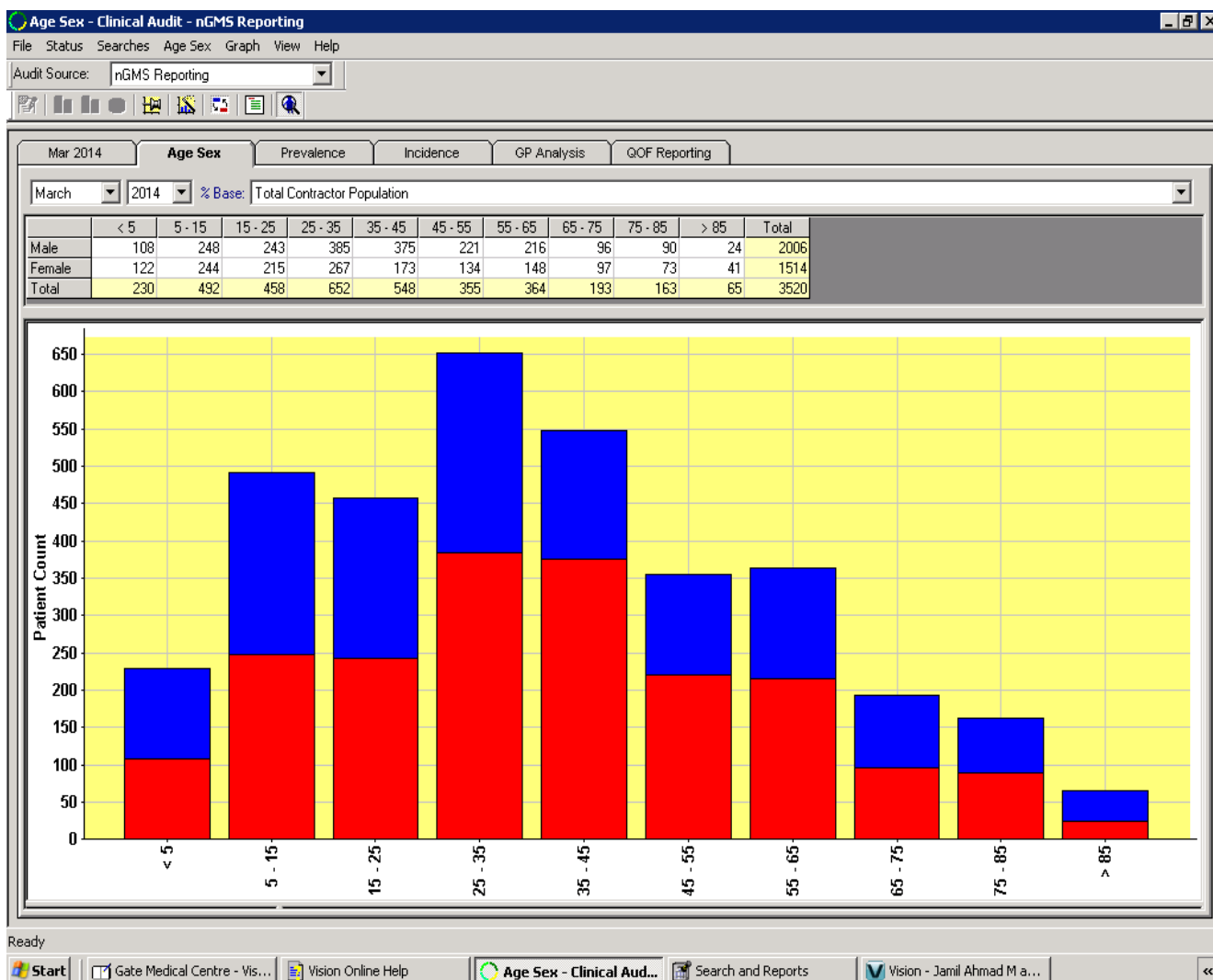
patients are welcome to join the Group and the Practice encourages involvement and attendance from all areas of the practice community. The aim is to get representation to reflect the Practice's patient profile.

### **PRG AND PRACTICE PROFILE**

Currently the age profile of the PRG is quite symmetrical and carries a good mix of all aged patients. The Graph has been attached for more details. The highest proportion of patients is under the age of 45 years and younger than 25. There is a significant number of patients aged 65 and above.

There are more males (2006) than females (1500) out of the total list size of the practice which is approximately 3500.

As far as the ethnicity of the patients is concerned 85 percent of the patients are of Pakistani origin. The rest of the patients are a mix of Indian, Bengalis, White, Black and Europeans.



## STEPS TO ENSURE GROUP WAS REPRESENTATIVE/REASONS FOR DIFFERENCE IN GROUP AND PRACTICE PROFILE

The practice has to date tried to ensure a more representative profile of its practice population within

the PRG. This has been through encouragement of the established members to promote the PRG within the underrepresented groups. Posters have been displayed in the surgery waiting room. GPs and reception staff have encouraged participation through face-to-face contact, especially in underrepresented groups. Personal invitations have worked well in attracting new members. Where appropriate, leaflets have been given to patients attending

the surgery. Younger patients have stated that although they would like to contribute, attendance at meetings is difficult to fit into their lifestyle. They are happy to provide verbal feedback and via an email group. The PRG is happy to accept any membership in this way. The dates/timings of meetings have been varied to allow wider participation. New patients joining the practice are encouraged to join the PRG when completing their medical registration. The practice website has a section devoted to the PRG to encourage Internet users to join up. The Practice is mindful of the need to attract a greater diversity of patients.

### **PRG MEMBERSHIP**

The GPs and Practice Manager represent the Practice at the PRG meetings on a regular basis. The remainder of the practice staff attend when possible. At the time of writing this report consent of the four patient members has not been obtained therefore names are omitted.

### **AREAS OF PRIORITY HOW THEY WERE DECIDED**

Areas of priority were decided by reviewing previous survey results and using suggestions made by

patients and members of the PRG. It was decided to use an independent company called CFEP UK

Surveys to conduct the survey. The results could be compared to national performance and the practices of similar size. The survey comprises a total of 28 questions broadly covering four areas including about the practice, about the practitioner, about the staff and systems/operational questions. The practice agreed to obtain a minimum of 80 responses to get statistically significant results.

### **PATIENT SURVEY PROCESS**

The survey was carried out from the first week of October, 2013. The questionnaire was available to patients who had a consultation with the GP during this time period or any patient who wanted to fill this in. The times and days the survey was conducted were varied to allow a broader cross section of the patient population to participate. Most patients completed the anonymous survey during their visit, put it in a sealed envelope and placed it in the survey box held at reception. Approximately 91 questionnaires were completed in total and from these 85 were suitable for analysis. To complete the questionnaire patients had to be aged 16 years or over.

## **DISCUSSION ABOUT SURVEY RESULTS**

At the PRG meeting on 17<sup>th</sup> Feb 2014 the findings of the patient survey and action points agreed in last PRG Meeting (held on 30/10/2013) were reviewed. The PRG Group was given an opportunity to have look and review the survey report for this year. There were 91 respondents. The group reviewed practice scores against all the national practices and also against the practices with list size of 2000-4000 patients. The Group noted that practice scores were overall at par with the national mean or even higher in majority of the indicators.

The Group reviewed the results for all the indicators in both cohorts to figure out the possible correlations and reasons.

Practice achieved 73 score in which is exactly equal to in comparison with All Participating Surgeries whereas practice score was 3 points less in the cohorts of 2000-4000 list size practices. The Group expressed its overall satisfaction on the survey results. The PRG also reviewed the comments and feedback given by the patients in the form of comments is the questionnaire to draw some useful conclusions.

## **ACTION POINTS & PROGRESS ON THEM**

At the meeting held on 17/02/2014, PRG Members assessed the progress on the action points agreed in last PRG Meeting. The PRG group was briefed as below;

The following Actions Points were agreed for this year;

- a. Launching Surgery Website
- b. Online Services
  - a. Appointment Booking
  - b. Ordering Repeat
- c. To conduct a Patient Survey
- d. Reviewing Appointment Pattern to reduce waiting times

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| Action Point   | Progress   | Status            |
|--|--|-------------------|
| <p>a. Launching Surgery Website</p>  | <p>A brand new website has been launched for the surgery. PRG Members were requested to visit the website and let us know of any improvements and changes.</p> <p>Website Address:<br/><b><a href="http://www.gatemedicalcentre.nhs.uk">www.gatemedicalcentre.nhs.uk</a></b></p>   | <p>Completed</p>  |
| <p>b. Online Services</p> <p style="padding-left: 20px;">a. Appointment Booking</p> <p style="padding-left: 20px;">b. Ordering Repeats</p> | <p>Online Services have been launched and quite a significant number of patients are using them.</p>   | <p>Completed</p>  |
| <p>c. To conduct a Patient Survey to ask an opinion of other patients</p>  | <p>An independent firm CFEP UK Surveys was hired to conduct and compile the survey results. Their report was also briefed to staff and the PRG Members. Report is also available to all patients on request.</p>   | <p>Completed</p>  |
| <p>d. Reviewing Appointment Pattern to reduce waiting times</p>  | <p>The existing appointment system was reviewed by the PM and the Lead GP. The reception staff was also consulted. A different colour code for each slot type was agreed. Staff were briefed to offer a slot type to the patients based on their need.</p> <p>Staff were also requested to inform the patients ASAP if any clinician was running late and constantly keep the patients updated of the situation.</p> | <p>Completed.</p> |

End of Report