

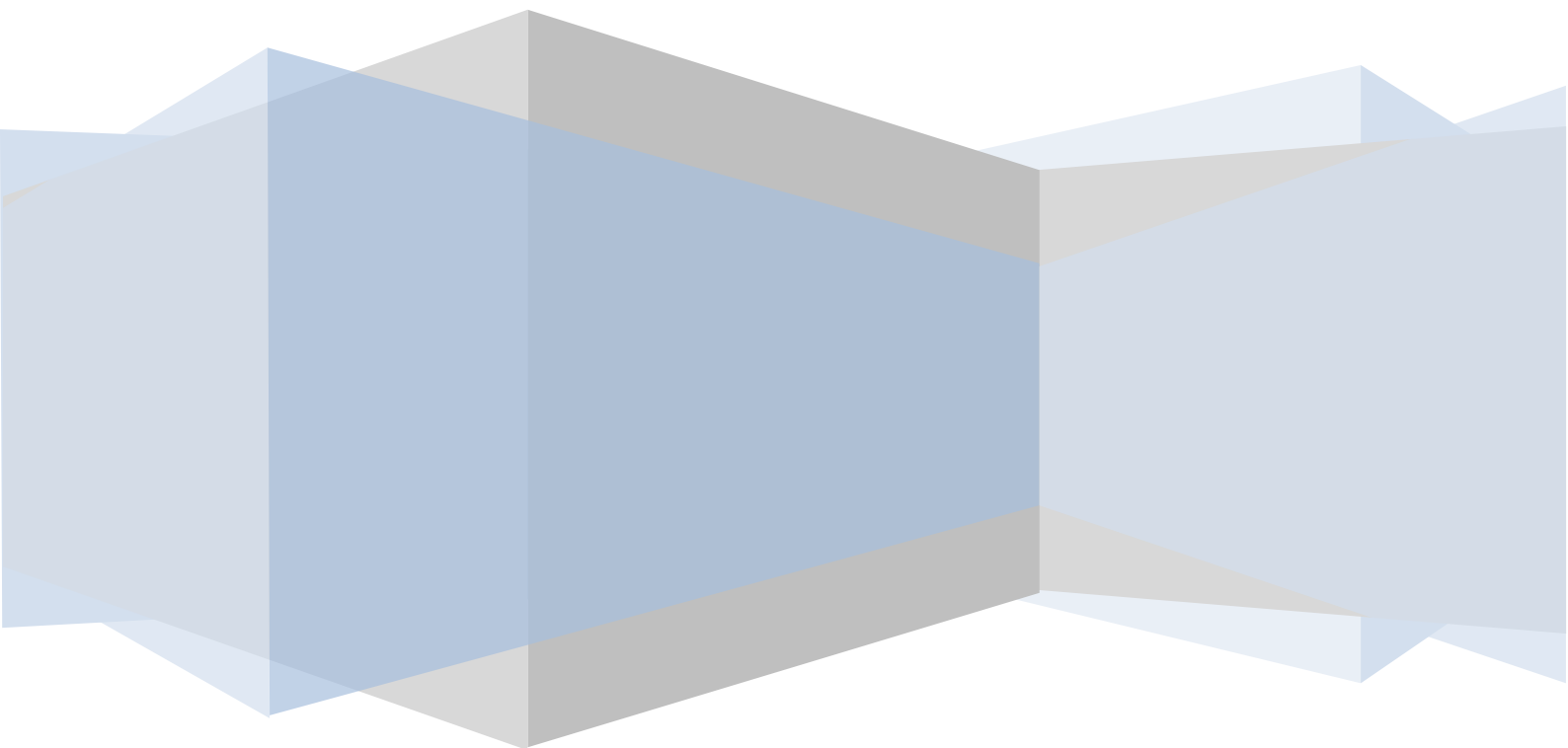
# Marsden Road Health Centre

## Patient Reference Group - Local Participation Report

February 2012

**N Farrow / M Moseley / L Cramman**

**Version 1.0a (22/3/2012)**



## Marsden Road Health Centre - Local Patient Reference Report (February 2012)

### A description of the profile of the members of the PRG:

While the current PRG membership is not directly reflective of the age/sex breakdown of the practice population, a significant proportion of the members are people who are likely to be moderate to high users of our services. By its nature, a PRG is always going to recruit regular service users more easily.

The current membership generally consists of patients who have a certain level of interest, confidence, free time and the work / life flexibility to participate.

The practice catchment area includes both areas of deprivation and relative affluence. The Practice does not monitor the ethnicity of individual PRG members. Currently <1.5% of the practice population describe themselves as not being British/Irish and <0.5% describe themselves as being non-white. Anecdotally, that includes a significant proportion of transitory patients (i.e. refugees or asylum seekers) who are not on our list for a significant period of time.

There are 26 PRG members within the group. There are both male and female representatives and on average we have an attendance of 12 members at a meeting.

Age profile:

2 x members: 17 – 25 years

24 x members: 60+ years

Representatives of staff and residents from Care Home and Residential Homes of varying ages.

The practice holds evening meetings to attract patients who are either in education, have children of school age or are working. Unfortunately patients such as children/young people, carers, and parents with small children in particular have not come forward or are able to offer their time.

Publicity of meetings is done via the practice website, posters, current PRG members approaching others and all members are written to immediately prior to the meeting encouraging any new patients to be invited along.

### A description of what steps the Practice has taken to ensure that the PRG is representative of its registered patients and where a category of patients is not represented then what steps have been taken by the Practice in an attempt to engage with those patients:

Marsden Road Health Centre had a pre-existing PRG but had attracted new members to the group by publicising its meetings through its website, newsletter, notice board etc in and around the practice. The Practice has tried to target specific registered patients, particularly under represented groups through various means. For example, writing out to all Care Homes asking staff and residents to join the group.

The Practice has made use of the “Baby Clinic” to advertise the meetings to patients. However, the practice has found it difficult to recruit and retain patients who are either in education or employment to attend meetings.

**A description to be entered in around how the Practice and the PPG determined and reached an agreement on the issues which had propriety within the Local Practice survey:**

The practice is eager to engage stakeholders to help design the delivery of services around the needs of its patients. The Practice was keen to ensure that, before it sought the views of its patients on the priority areas, that the group understood its roles and responsibilities and why as a group they are central to everything the Practice does.

The PRG were keen to 'go back to basics' and look at issues regarding their patient experience with regards to appointments, telephone access and seeing a GP of their choice. A view of what the patients at Marsden Road Health Centre think about the services it receives from the GPs, Nurses and staff. The Practice also used feedback from complaints, significant events, comments and suggestions by patients (through its website feedback form) to help inform some of the priority areas.

See Appendix 2

**A description of how the Practice sought to obtain the views of its registered patients:**

The practice used GPAQ (General Practice Access Questionnaire), a well-established patient survey tool that is widely used in the UK and is validated for use in Primary Care. It is seen as a reliable and sensitive tool that accurately measures patient satisfaction.

With 10 doctors each requiring 80 surveys (800 in total), the work was undertaken over a period of several weeks in Summer 2011 in order to avoid staff and patients being inundated. Patients were asked upon arrival to the surgery if they would be happy to participate in the local survey. The Practice targeted patients at different times of the day (baby clinic, chronic disease clinics, and general routine appointments with GP/Nurses).

Questionnaires were completed by patients and returned to the Practice via the Reception Team. A total of approximately 60 questionnaires per GP were completed and returned for analysis and a report of the findings was compiled.

**How the Practice sought to discuss the outcomes of the local survey and the Practice's action plan together:**

Analysis of the local patient survey which pinpointed the areas where the Practice had scored well and also those areas where improvements might be needed was shared with the PRG. Of particular interest were comments from patients.

The results were discussed at a PRG meeting in August, which enabled the group to compile a list of action points based on the findings/results. The Practice was able to author an agreed action plan (appendix 1) with the support of the PRG, which was ratified by the group at its meeting held in November 2011.

**A summary of any evidence including statistical evidence relating to the findings or basis of proposals arising out to the local Practice survey:**

See appendix 2

**A description of the opening hours of the Practice premises and the method of obtaining access to services through the core hours:**

Marsden Road Health Centre is open Monday, Tuesday and Thursday 8.00 – 19.00, Wednesday and Friday 8.00 – 18.00 and Saturday 9.00 -11.00.

This enables patients who find it difficult to attend appointments (particularly those in education/working/carers) during normal working hours to access appointments at later time / weekends.

Patients can make appointments by telephoning or calling in to the practice.

The Practice also offers online facilities, to enable patients to request repeat prescriptions via its secure website.

**A description of any extended opening hours that the Practice has entered into and which health care professional are accessible to registered patients:**

The practice provides extended opening hours on Monday, Tuesday and Thursday 8.00 – 19.00 and Saturday 9.00 - 11.00 with both pre-booked and walk-in appointments available.

These sessions are provided by a GP and there is also a receptionist on duty.

## Appendix 1

# Patient Participation Group Action Plan

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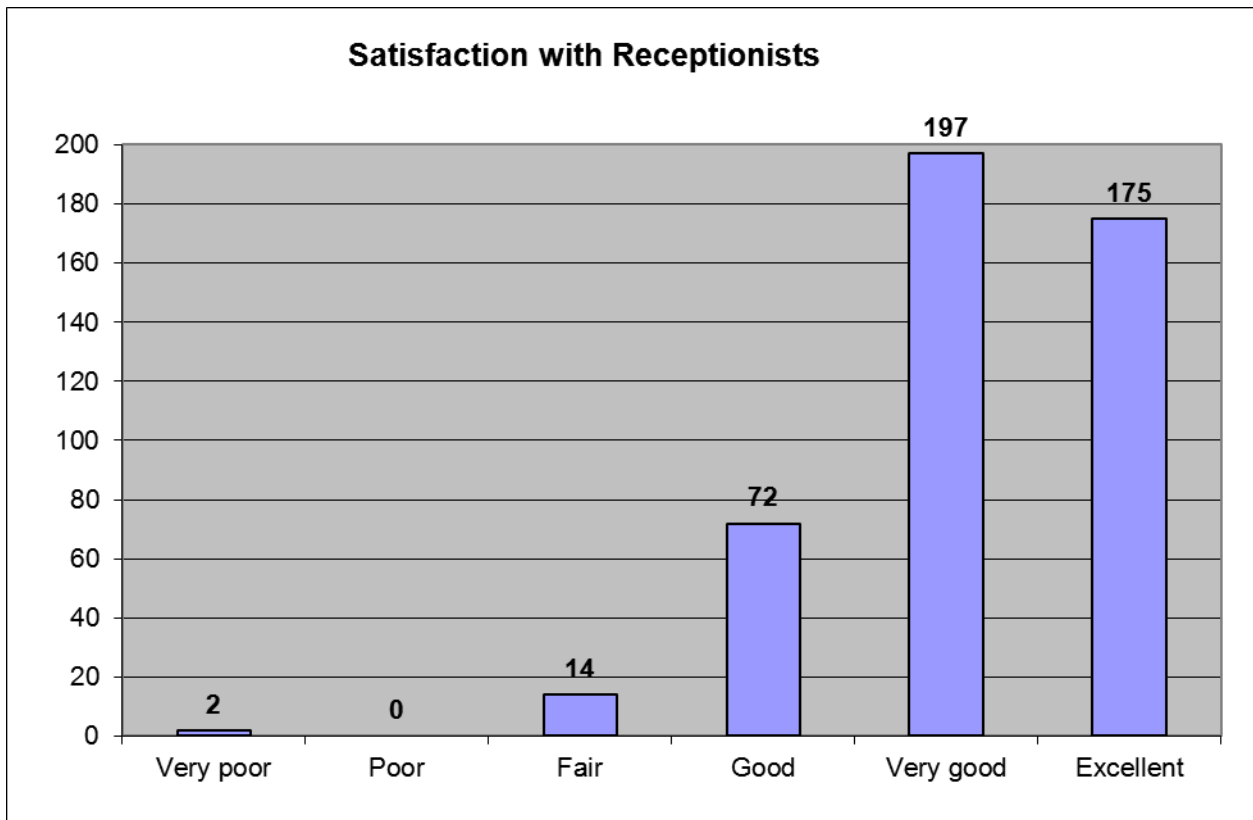
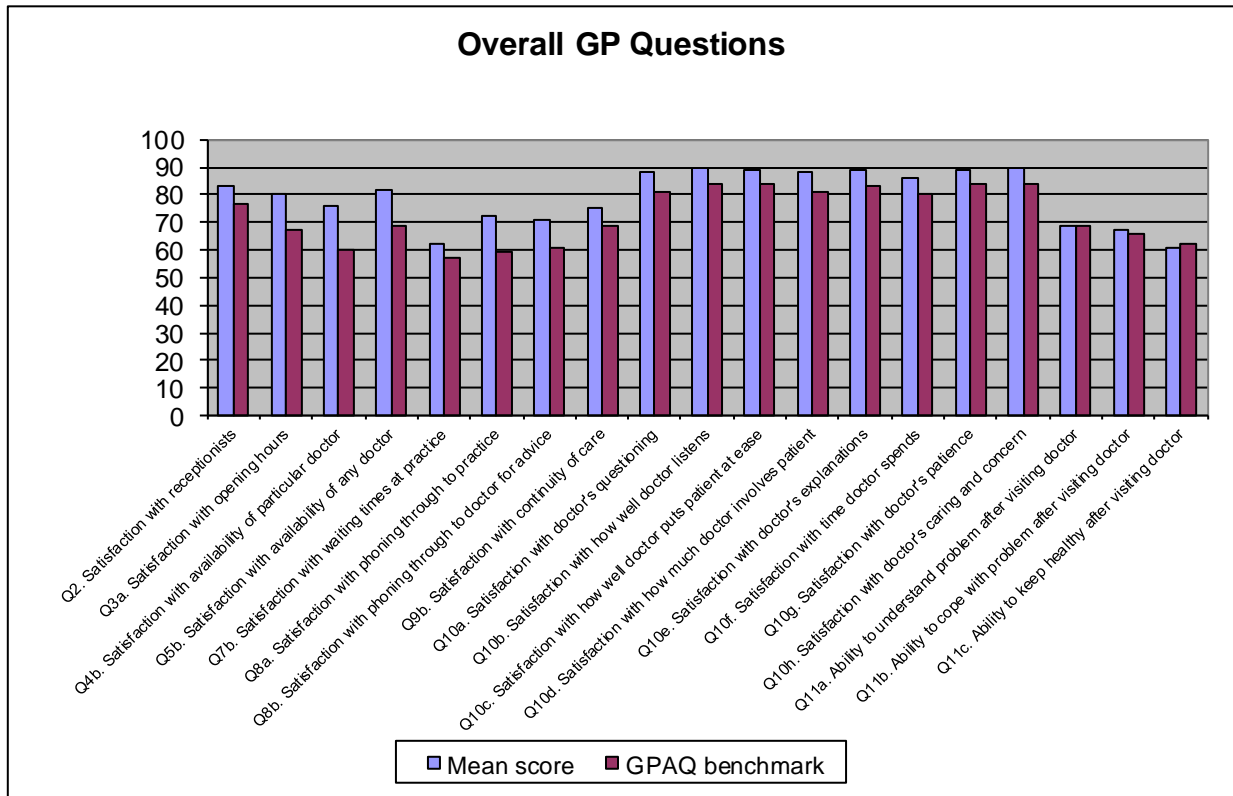
| Area                 | Comments   | Actions   | Due Date                   |
|----------------------|--|---|----------------------------|
| <b>Waiting Times</b> | <ul style="list-style-type: none"> <li>GP's not starting surgeries on time</li> <li>GP's surgeries running late</li> </ul>                   | <ul style="list-style-type: none"> <li>Feed concerns back to GP's</li> </ul>  | Complete                   |
|                      |  | <ul style="list-style-type: none"> <li>Suggest to GP's they repeat their individual waiting time audit</li> </ul>   | 31/3/2012                  |
|                      |  | <ul style="list-style-type: none"> <li>Poster for waiting room ("Have You Been Waiting More Than 20 minutes?")</li> </ul>   | Complete                   |
|                      |  | <ul style="list-style-type: none"> <li>Ask front desk to put reminders on LED board for anyone running late and who the GP on-call is</li> </ul>  | Complete                   |
| <b>Blood tests</b>   | <ul style="list-style-type: none"> <li>Travel to ST Hospital or Stanhope Parade to get blood tests done inconvenient for patients</li> </ul> | <ul style="list-style-type: none"> <li>Discuss increasing provision with partners – however, is a significant expense already and the community service is already paid for this work as part of the block contract</li> <li>Write to community phlebotomy offering health centre as a venue (post refurbishment) or reinstating service at Cleadon Park</li> </ul> | Complete<br><br>31/12/2012 |

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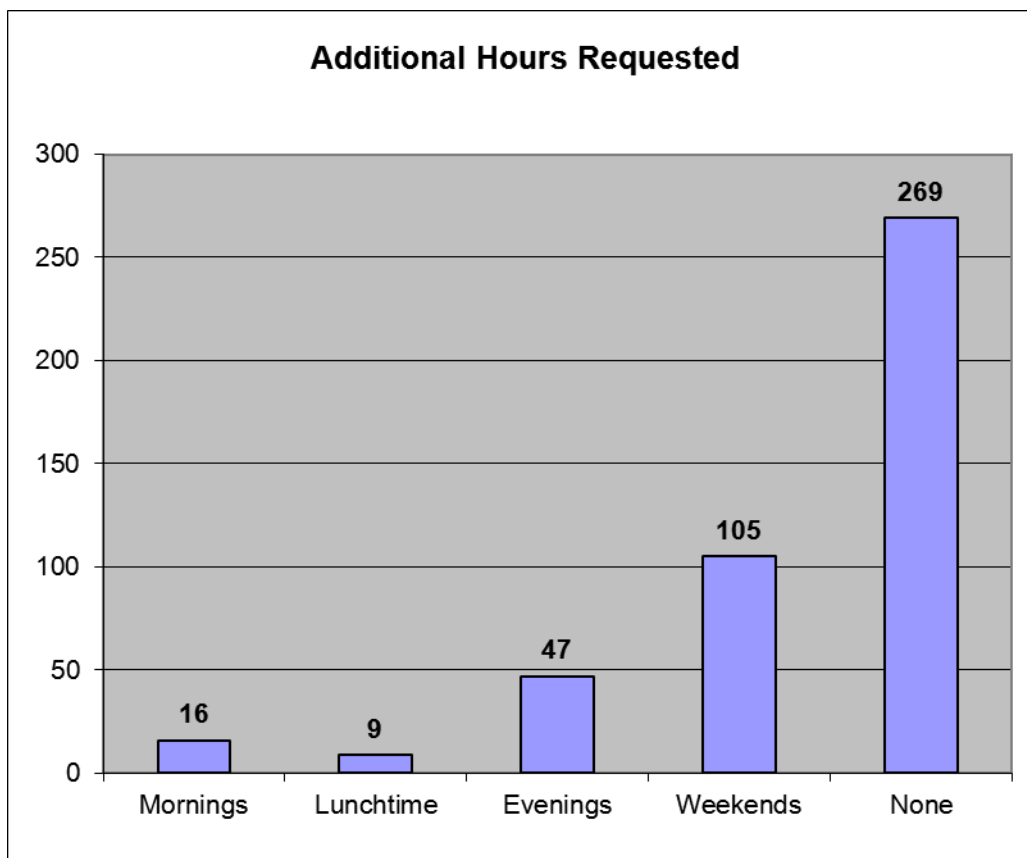
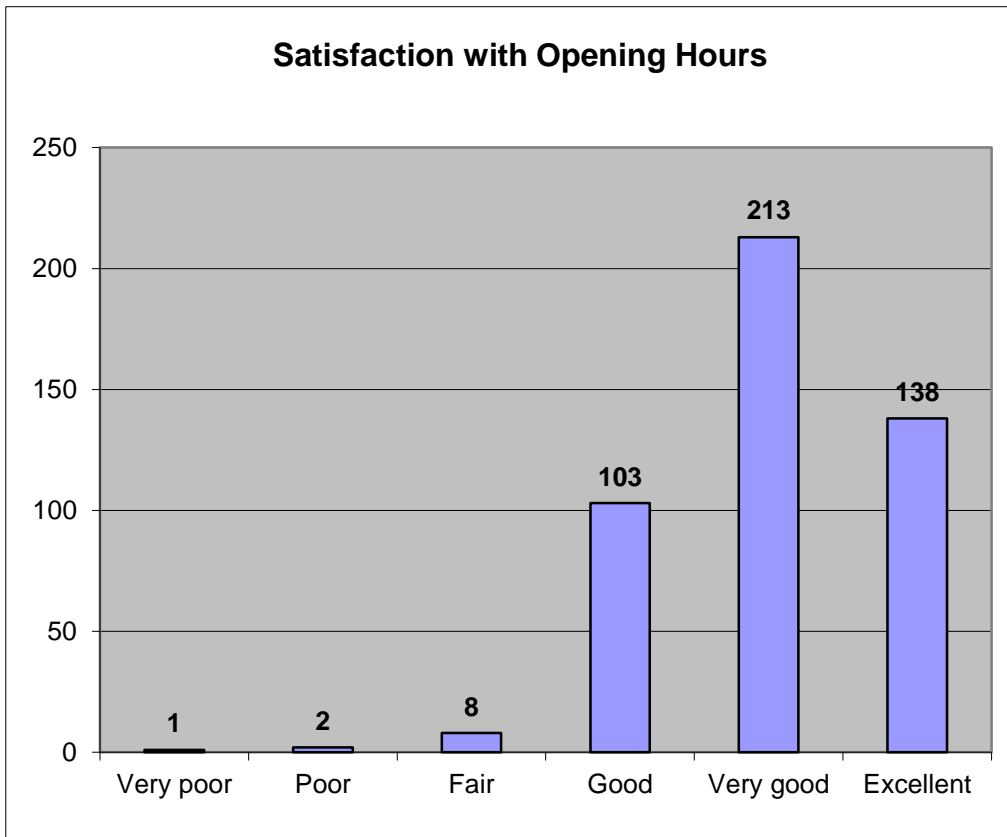
|                                       |  |  |  |
|---------------------------------------|--|--|--|
| <b>Building</b>                       | <ul style="list-style-type: none"> <li>• Multiple issues</li> <li>• Consulting rooms with no light/ventilation</li> <li>• Drab building / décor</li> <li>• Confidentiality poor at reception</li> <li>• Rooms too small or awkwardly shaped</li> <li>• Concern over car parking provision</li> </ul> | <ul style="list-style-type: none"> <li>• Work with architect to ensure all issues are addressed satisfactorily</li> <li>• Present a copy of the plans to the Patient Participation Group</li> <li>• Write to PCT for reassurance over car parking</li> </ul>   |  |
| <b>Difficulty contacting practice</b> | <ul style="list-style-type: none"> <li>• Prescription line</li> </ul>  | <ul style="list-style-type: none"> <li>• Produce publicity materials to encourage uptake of alternative methods of ordering (online, fax, face to face, post, pharmacy)</li> <li>• Add message to LED board as per previous item</li> <li>• Look at opportunities to improve telephone system</li> </ul> | <p>31/3/2012</p> <p>Complete</p> <p>31/12/2012</p> |
| <b>Waiting area</b>                   | <ul style="list-style-type: none"> <li>• Something to do, such as reading materials being available, while waiting</li> </ul>  | <ul style="list-style-type: none"> <li>• Take forward PPG ideas to design team and partners (i.e. TV, artwork, no water fountain)</li> </ul>   | <p>31/3/2012</p>                                   |

|  |  |  |                           |
|--|--|--|---------------------------|
|  | for appointments   | <ul style="list-style-type: none"> <li>• Look to reinstate reading material (previously stopped during H1N1 pandemic for infection control reasons)</li> <li>• Ask reception to ensure posters up-to-date</li> </ul>   | 31/3/2012<br><br>Complete |
| <b>Waiting times for chronic disease clinics</b> | <ul style="list-style-type: none"> <li>• Next available appointment in some clinics too far in the future (i.e. more than one month).</li> </ul> | <ul style="list-style-type: none"> <li>• Complete a capacity / demand audit for any problem areas (Diabetic Clinic likely to be only problem area)</li> <li>• Look at feasibility of introducing improved monitoring system to alert us earlier when we are becoming short of capacity in a particular area</li> </ul> | Complete<br><br>31/3/2012 |

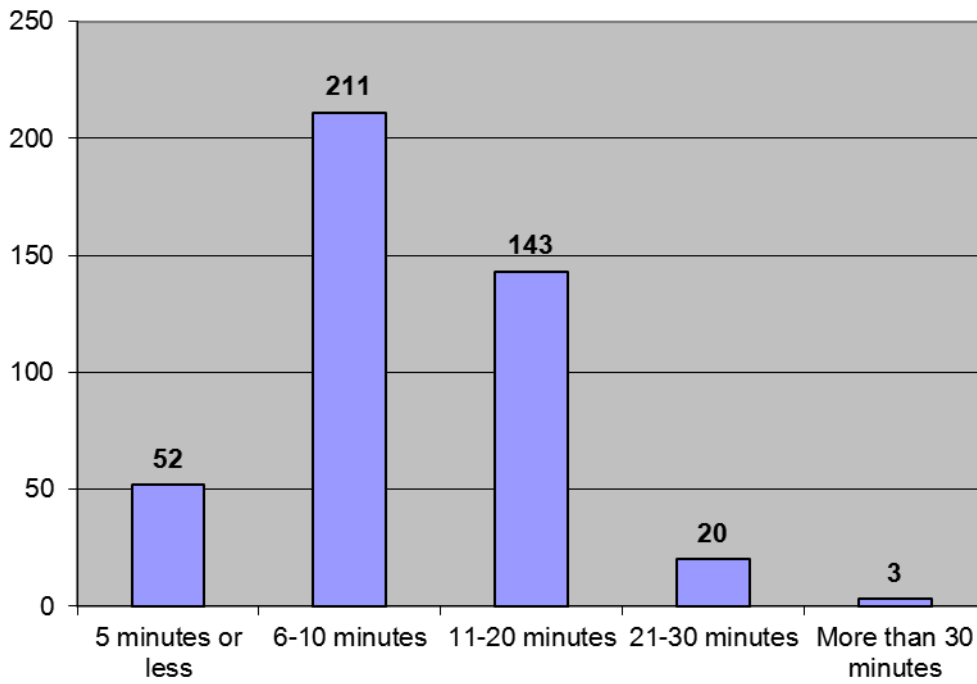
## Appendix 2







### Waiting Times at Practice



### Satisfaction with Waiting Times at Practice

