

Marsden Road Health Centre

Local Patient Participation Report February 2014

The practice has found that the current membership still reflects the types of patients who have a certain level of confidence, free time and have the flexibility about working and earning money. The Practice is not aware of the ethnicity of any member of the PRG being other than the U.K.

There are 28 PRG members within the group. There are both male and female representatives and on average we have an attendance of 8 members at a meeting.

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 and current PRG members approaching others and all members are written to immediately prior to the meeting being held encouraging any new patients to be invited along.

The practice and PRG were eager to engage patients to find out about the delivery and design of services following the refurbishment and move back to the original building.

In July the PRG discussed how to gain feedback from the patients, it was decided that a different approach may be more beneficial in getting qualitative information from patients. Mr McLean a member of the PRG volunteered to spend time speaking to patients in the waiting area asking them of their experiences. Mr McLean attended the Practice over several weeks during the end of 2013 and early 2014. He was provided with a letter of introduction

The feedback was shared with the PRG in February which enabled the PRG to compile an action plan based on the findings/results

Area's raised

- Continuity of GP – Who is consulting on what days?
- Building signage – very small and not visible when sitting waiting for appointments
- GP's running late – not kept informed of what is happening
- Car Park next to Community Centre – Steep access when walking towards building and Car parking "issues"

The following action plan was agreed with the group at a meeting.

PRG Action Plan February 2014

'you said'	'we did'	Date for completion/review
<ul style="list-style-type: none"> Continuity of GP – Who is consulting on what days? 	<p>Leaflets at reception desk</p> <p>Displayed in waiting room – format to be decided by Practice</p>	<p>May 2014</p>
<ul style="list-style-type: none"> Building signage – very small and not visible when sitting waiting for appointments 	<p>Concerns and request for action to be raised by practice with NHS Property Services</p>	<p>April 2014</p>
<ul style="list-style-type: none"> GP's running late – not kept informed of what is happening 	<p>Update patients when any clinician running behind.</p> <p>Suggested a board in the waiting area if it could not be put on the announcement screens in a easily accessible way for the staff. Practice to investigate options</p>	<p>May 2014</p>
<ul style="list-style-type: none"> Car Park next to Community Centre – Steep access when walking towards building and car parking "issues" 	<p>Concerns and request for action to be raised by practice with NHS Property Services</p> <p>It was noted that the Council garages are being demolished so this may free some of the parking issues a little – seen as possibly having a positive impact but still grave concerns with regards to safety due to parking being difficult.</p>	<p>April 2014</p>

Additional Comments:

PRG have decided to ask Mr Mclean to continue with his patient feedback as it is a regular voice from the patients feeding into the PRG and presents a positive image of what the Practice and PRG are aiming to achieve.

A recruitment drive for new members to join the PRG has been discussed and plans on strategies for this are ongoing.