

# Dr A Rai & Dr K Ling PATIENT GROUP REPORT MARCH 2013

## Roundhay Road Surgery

### Introduction

Patient Involvement has been an ongoing initiative driven by the Department of Health over the last few years to ensure that patients are involved in decisions about the provision and quality of care they access. Roundhay Road Surgery wishes to ensure that patients are involved in decisions about the range and quality of services provided. In this undertaking, we aim to encourage our patients to participate, by giving us their views in joining our Patient Reference Group (PRG) which is a virtual group that enables them to have their say about our services. This is the second year of the Patient Participation initiative and this report is produced for the second year of participation.

The year 2012/2013 has been a difficult one with many changes on the horizon for the NHS and general practice as a whole, which is alarming some patients. However, the Patient Reference Group meeting have continued in light of these changes and the members have given their input as we continue to look at ways that will improve both the way that the Practice works and the services that we can offer our patients.

There is still some difficulty in recruiting patients to join the PRG despite the posters, invitations and adverts on the Practice website and in the Practice Leaflet for joining the group. We thank those patients who continue to give us their support for the good of all patients in the Practice

This report will:

- Look at how the Practice gained a fair representation of patients across boundaries such as age, sex, ethnicity etc using a questionnaire
- Inform how we worked with our Patient Reference Group (PRG) to establish and implement our survey.
- Review the results and look at the feedback from patients via the Survey.
- Advise how we published the outcomes of the Survey and the suggestions we made in response to the results of the survey.
- Provide an action plan that was agreed with our PRG.

## Approach

We have concentrated on the issues that were raised last year as well as looking at new areas where the group thought it was a useful exercise to continue with the Patient Survey and build on last year's results.

In summary, the main areas that saw the largest changes were:-

Rise in Achievement.

- To book an "on the day" or next day appointment.
- Ability to book a "same day" appointment.
- Patients whose preferred method of booking an appointment was by telephone.
- Aware that they may speak to a GP on the telephone for advice or test results.
- Unaware that the Practice has a live website.
- Health Eating open day.
- Patients who rated the Practice Leaflet as good, very good or excellent.
- Exercise Palates Classes.

Engaging our Practice population by setting up a PRG allowed us to gain feedback from a wider group of our Practice population. Members of the Patient Reference Group were recruited by a combination of means. Some came forward as a result of advertising for members on letter heads and posters. Some were asked to contribute to this forum having had negative experiences and others were approached by having being identified as users of different services. Although the recruitment of members was widely promoted again this year, we had no further new additional members.

A Questionnaire covering all areas of the service was collated to enable priorities to be identified by the PRG. This was done following agreement with the PRG that we needed to consider all aspects of the service as well as those that respective members particularly wanted to consider. There were three main areas recognised from the Questionnaire as being priority for the PRG. Each of the members of the PRG was advised personally of these key areas and they agreed that the Practice should canvass opinion on these. The results have been published separately on the Practice Website.

The Practice also arranged a PRG Meeting to discuss the findings of the Survey with the members of the PRG directly.

## **The Patient Survey**

*This years Survey consisted of three priority areas which had been agreed with the Patient Reference Group. A report has since been compiled which collated all of the Patient feedback in each of the chosen areas.*

### **Key areas considered were based on views from our PRG panel.**

- *Appointments*
- *Opening Times*
- *Telephoning the Practice for the results*
- *Health Eating*
- *Exercise Palates Classes.*

## **Appointments**

80% of our patients are happy regarding appointments as they are all seen within 48hours. We have also allocated a few emergency slots for each day so that all emergencies are being seen by the Doctor.

As expected the higher demand is still for unscheduled care (Acute appointments with GP's.

## **Surgery Consulting Times**

Monday to Friday 9.00 - 11.30 / 14.00 - 18.00  
Tuesday 9:00—12:00 / 17.30 - 19.00  
Wednesday 9.00 -11.30 / 12.30 -14.30 / 15.30 -17.30  
Thursday 9.00 -11.30 / 14.00 -18.00  
Friday 9.00 -11.30 / 14.00 -18.00

## **Comments relating to opening times**

*No comments were recorded in relation to opening times. as we have extended hours on a Tuesday evening starting at 17.30 to 19:00 for people who go to work.92% of our patients are happy with the opening times*

## **Proposal**

1. *Continue to make adjustments to meet the demands of as many Patients as possible and by various means such as advice, minor ailments, Patient information leaflets and a variety of appointments for clinicians at all levels.*
2. *Consider opening Saturday mornings*

## **Telephoning the Practice**

### **Observation**

*The majority of our patients still ring in busy periods although the call rate is becoming more consistent throughout the day.*

*Majority of Patients agree or strongly agree that they are satisfied with the telephone facilities at the Practice*

### **Comments relating to telephoning the Practice**

*Not been left over 10 minutes on hold.*

There were some comments made about the repeat prescribing system which will be an area that the PRG could recommend we look at in the future.

## **Summary & Action Plan**

*The Practice aims to maintain ongoing relationships with the patients of the practice in order to provide the very best care of our patients and our local community.*

*The second year of the Patient Survey has allowed us to understand in even more depth the priorities of our Practice population and what they are currently experiencing and thinking.*

*This provides us with constructive feedback which we have analysed and will facilitate improvement for the benefit of Patients.*

Having reviewed this and you now feel the need to join the Practice PRG for future meetings, then please call your surgery and Speak to Practice Manager in the first instance so that you can become involved in the group.