

Roundhay Road Surgery

Local Patient Participation Report 2011/12

Roundhay Road Surgery is committed to working with patients to improve the service we offer. Over the last year we have been talking to our patients to find out what they think we are doing well and what they think we need to improve. This report outlines what actions our practice has taken over the last year to involve our patients.

1. The development of a Patient Reference Group (PRG) which is representative of our community

- Who makes up your PRG?

Men, Women from different ethnic background make up our PRG.

- How did you develop your patient reference group?

We put posters up on our surgery notice boards, website, word of mouth, community centres etc.

- How did you make sure is it representative?

We welcome all interested parties/patients and invited all to attend meetings.

- How did you try to fill any gaps in representation?

We persist in encouraging patients of different groups to be involved by advertisement above.

2. Identifying priority issues and developing our patient survey.

- How did you identify what the key issues are?

We draft the key issues based on previous survey results.

- What were the key issues?

The key issues were:-

Appointments

Opening Times

Our Surgery Premise

Clinical Care

Comments etc

- How did you use these to develop your patient survey?

We developed questions around these themes, comments/complaints etc.

3. Distributing our patient survey and working with our PRG to understand the results.

- How did you distribute your patient survey?

Receptionist and clinicians handed the surveys out to patients. Our bilingual speaking receptionists helped the non English speaking patients to fill it in or gave patients to take questionnaire home for relatives to fill in.

- How did you try to distribute to a representative population?

We distributed the survey on alternate days and different times.

4. Discussing the patient survey with our PRG and developing an action plan.

- How did you collate the results of your patient survey?

We used a spreadsheet to collate the results of the patient survey.

- How did you analyse the results?

We picked out the key themes and analysed the results in %.

- How did you share these with your PRG?

We posted the results to our PRG members and uploaded it on our website.

- What did patients say in the survey?

According to the survey our patients were very much satisfied.

5. Agreeing the action plan with our PRG

- How did you develop your action plan and decide what the priority issues were?

We developed the action plan based on PRG meeting minutes, comments/suggestions.

- What are the issues you selected?

The issues we selected were:-

Patient questionnaire

Appointments

Health Promotion

Practice Building

Staff ID Badge

- Explain why any issues were not taken forward

The only issue which we did not take forward was re-painting the building because it had already been repainted recently this year, so it was decided by PRG members that the notice boards be spray painted.

6. Publicising our Local Patient Participation Report and plan to report on our patient involvement achievements

- How have you shared this report with your patients?

We put it up on our practice website and sent copies to our PRG members.

- What are your plans for the next year?

Our plans for the next year is to hold regular PRG meetings.

- What are the opening hours of the practice and how patients can access services within core hours.

Surgery opening hours are:-

Monday to Friday 8am – 6pm except Tuesdays when we have a late evening surgery till 7.30pm.

- What are your extended hours sessions and which individual healthcare professionals are accessible to registered patients in this time.

Our extended hours is on Tuesdays 5pm – 7.30pm and Doctor TKS is accessible to registered patients.