

BRENT AREA MEDICAL CENTRE

Patient Participation Directed Enhanced Services Report

2012/2013

Practice Name: Brent Area Medical Centre

This report summarises the development and outcomes of Brent Area Medical Centre Patient Participation Group (PPG) during 2012/2013.

It contains:

1. The priorities for the survey and how they were agreed.
2. The method and results of the Patient Survey.
3. The action plan that was agreed and how it was agreed.
4. The progress made with the action plan.
5. Confirmation of our opening times.

Practice Profile

Brent Area Medical Centre is a small practice aiming to give personal, caring, efficient and friendly service to all our patients. This includes not only the management of illness but also an effective preventative care policy. We currently have 2 doctors and a nurse and a health care assistant. We are also a dispensing practice. Our current population is 2,685 consisting of 50% male and 50% female patients. These patients can be analysed over the following age bands 15–34 = 17%, 35–44 = 11%, 45–54 = 18%, 55–74 = 30%, 75–84 = 24%. We hold morning and afternoon surgeries 5 days a week (Monday to Friday) and are open from 8.30am until 6.15pm every day except Friday when we close from 12.30pm – 2pm. An emergency doctor is available from 8.00am until 6.30pm Monday to Friday.

Who is the Patient Participation Group (PPG)

We have a consistent team as our PPG group at Brent Area Medical Centre. The same dedicated group has been in existence since 2011. The chair is Mrs Sandra Few.

The PPG is made up of 5 members with 60% being male and 40% being female. The ethnicity of the group is 100% white British.

Their age ranges are 15–34 years = 20%, 35–44 years = 20%, 45–54 years 0%, 55–74 years = 40% and 75–84 years = 20%.

One of our PPG members is wheelchair bound and he and his carer attend our meetings and have been very helpful in giving us feedback with regards to disabled access into the surgery.

The process used to recruit to our PPG

We have done our best to ensure that our PPG represents the patients of Brent Area Medical Centre. In order to recruit PPG members we put up posters in the waiting room. Our PPG group has been consistent, but we continue to encourage new membership via our website and our digital display screen in the waiting room.

The reason we are not representative in the 45–54 age group is due to the fact that one of our members has recently moved into the next age bracket.

Our patient ethnicity is 97.59% British/mixed-British and 2.41% non-British/mixed-British. Whilst we do not have a patient on our PPG that is representative of the 2.41% non-

British/mixed-British we do have a GP who attends the PPG meeting who is representative of that group.

Keeping Patients Informed

The PPG are advertised on our website and on the digital display screen in the waiting room. This year we have set up an email to enable patients to be able to contact the PPG chairperson directly without having to come through the surgery for contact - PPGChairperson@bamc.nhs.uk

The Patient Participation Group participates in seeking patient opinion and this year we conducted a survey to get patient opinion on items that needed addressing at the surgery.

Patient Survey

We undertook a patient survey this year. We asked the Patient Participation Group to review a draft questionnaire. The priorities were discussed at our evening meeting on the 31st July 2012.

The survey was carried out by the Practice but the priorities had been decided in agreement with the PPG.

The survey was undertaken in August 2012 in the form of a questionnaire in paper form and was handed out in the surgery by reception staff. The survey was carried out during week commencing 20th August 2012.

Results were analysed by the Practice Manager using an excel spread sheet. In total 71 questionnaires were completed. The sample size was based on the survey sample size carried out in 2012 for the Improving Practice Questionnaire Report. The sample size represented approximately 2.5 % of our patient population All questionnaires were anonymous. Each question had an answer High, Indifferent or low. All the responses were collated and the proposal that received the highest 'High' response was put at the top and the rest were put in chronological order.

Survey results are posted on the website separately to this report. The main emphasis of the survey was access and information. We wanted to understand any frustrations the patients had in accessing the surgery or information and improve their overall access experience of the surgery.

The results of the patient survey were reviewed in a Patient Participation Group evening meeting dated 30th October 2012. The PPG agreed with the results of the survey and the Practice Manager was tasked to implement all proposals where it was viably economic to do so.

Proposal	Date implemented
Installation of a doorbell for disabled patients who need further assistance to access the surgery.	February 2013
Telephone system - introduction of a queuing system to ensure fairer access to the surgery. Also inform patient of what position in the queue they are.	The Practice Manager has been in talks with several telephone companies to acquire quotes and demonstrations- A decision was made on 4 th March 2013 and a new

	telephone system will be installed in May 2013.
Promote EMIS access to our patients with leaflets and forms at reception and dispensary.	November 2012
Put an EMIS form with every prescription that leaves the dispensary. Talk to patients picking up prescriptions and encourage them to sign up to the EMIS system.	November 2012
To produce a regular newsletter for patients to inform them of the services the practice provides e.g. telephone consultations.	December 2012
To promote newsletter using local parish magazines, BAMC website, hard copies in the waiting room.	December 2012
Monitor and update NHS choices website for feedback to the practice on how patients regard us	Continual monitoring required. New post on 21 February 2013. Practice has responded appropriately.
Produce forms for the waiting room asking for patients' mobile numbers and email addresses	October 2012
Install a digital message board in the reception for patient information, enabling reduction of posters in the area.	17 th October 2012

Patients' comments from patient survey

No issues fantastic practice

Articles in local parish magazines good idea

I feel we have one of the best doctors and office staff

Feel we are very well looked after

It's a very user friendly surgery

Great Service, no complaints, thank you

No issues, I have been very happy

Parking!

Online access to blood test results access ours/Weston's computer