

DUKE MEDICAL CENTRE

Patient Participation Group Action Plan

Prepared: 25 March 2014

Following on from subsequent meeting with PRG this report summaries the actions agreed:

1. Agree with PRG which issues are a priority and include these in a local practice survey

A meeting was held on 24 September with relevant patients. The main agenda was to design a patient questionnaire for the patients to complete.

The group decided the questionnaire should be as easy to understand as possible so that we got a true and reflective opinion. In addition they decided on priorities they thought should be addressed that they had come up against as patients.

Action Plan:

a) Target patients to complete Questionnaire

2. Collate patient's views through local practice survey and inform PRG of the findings.

It was agreed to target all patients who came into the surgery for either an appointment, prescription, blood test or baby clinic.

Action Plan

a) PPG to come into surgery to hand out the questionnaire and help them fill them in if they have difficulty in understanding the questions or couldn't see properly

3. Provide the PRG with opportunity to comment and discuss findings of local practice survey.

The PRG met at the practice on 25 March 2014 to discuss the outcomes of the report and to discuss what actions were needed.

4. Agree with PRG and action plan setting out the priorities and proposals arising out of the survey.

a) How did you book to see a Doctor or a Nurse

62.5% of patients use the telephone consultation and only 27.9% of patients actually pre- book their appointment.

Action Plan:

It was agreed to encourage the patients by advertising more using text messaging and the availability of online booking.

b) How long do you normally have to wait in surgery

67% of patients say that they either don't have to wait long or don't mind waiting. But we still have 25.8% of patients who say they wait a bit too long.

We don't know if patients are assessing the situation from when they arrive or how long they have had to wait past their appointment time. A lot of our patients use the public transport to come into surgery and we therefore find that they come in way before their appointment time and expect to be seen in order of arrival.

Action Plan:

It was agreed to design some posters highlighting that patients will be seen in order of appointment and not in the order of arrival.

c) What would you do if you were ill when the surgery is closed

44.6% would ring the surgery.

37.6% would visit the walk in centre

12.9% would visit A& E.

Discussion was mainly around how we stop the attendance at A&E. The practice already look at the discharge letters that come from A&E and write to all patients who the doctors feel that the attendance is inappropriate. However, majority of attendances appear to go to Sheffield Children's Hospital.

Action Plan:

It was agreed to design a business card to be attached to prescriptions, informing patients of what to do when the surgery is closed.

Overall, we are extremely pleased with the outcome of the survey. When we asked patients if they would recommend the surgery to someone else, 91% said definitely/probably, this will hopefully put us in good stead when the Family and Friends survey comes in.

5. Publicised the Local Patient Participation Report on Practice Website.

This report along with all the minutes of the meetings throughout the year and the final patient survey are listed on our website: ***dukemedicalcentre.com***

In addition the outcomes will be included within our April Newsletter and within the surgery notice boards.