

2013/14 Patient Participation Local Participation Report

Practice Details

Practice	Drs Ngan Chan & Ho Vallance Centre
Completed by	Sue Andrews / Laetitia Deramchia

Patient Reference Group (PRG) Profile

Number of members	60
Age & Sex breakdown	
Under 16 -	0
17 – 24 -	2
25 – 34 -	7
35 – 44 -	8
45 – 54 -	7
55 – 64 -	19
65 – 74 -	9
75 and over -	8
Ethnicity	
White	27
Mixed	1
Asian / Asian British	11
Black / Black British	17
Chinese / Chinese British	2

Other ethnic group	2
Gender	
Male	28
Female	32
What the practice did to ensure that the PRG is representative of the practice registered patients	
Potential members of PRG recruited through leaflets, posters and website. Once deadline for application had passed the responses were analysed and groups were compiled. Any patient groups not well represented were invited again.	
Groups that are not represented on the PRG and what the practice did to attempt to engage those groups	
<p>Asian group invited x 2 White and Black African invited x 2 Mixed white and Asian invited x 2 White and Black Caribbean invited x 2 Bangladeshi invited x 2</p> <p><u>Very poor response.</u> From Dr Ngan 2nd invites only 3 extras joined the group (White & Black African)</p>	

2013/14 Priorities

How we identified and agreed with the PRG priorities for 2013/14 to be included in a local practice survey
No specific priorities were identified by the group therefore the practice survey was compiled using as broad spectrum of questions / opinions as possible.
What these priorities were
Non identified by PRG

2013/14 Local Practice Survey

How we agreed with the PRG the content of the local practice survey

PRG letters requested feedback from participants regarding topics they felt needed to be prioritised and focused on by the practice

Other methods used to seek the views of registered patients

Note on prescriptions

2013/14 Local Practice Survey Results

An overview of the results of the local practice survey is detailed below

Overall GP/Patient satisfaction was high (85% and 81% respectively). Patients were very satisfied with level of care and competency provided by the reception staff. Nurse / Patient satisfaction varied (73% and 67% respectively).

Patients were satisfied with ease of booking appointments over the telephone and also access / availability. Waiting times to see the doctor once patients arrived at the surgery could be improved with some GP's.

Routine same day / next day appointment availability could be improved for both practices so will be looked at more closely.

Urgent / Same day appointments had overall high satisfaction rate.

There were no problems identified with book ahead appointments ie more than 5 days.

Telephone triage / GP call back achieved good satisfaction rate. Overall satisfaction (88%) with practice opening times and only 1 patient requested weekend opening which is not representative of the registered population.

How we provided the PRG with the opportunity to discuss the findings of the local practice survey

All members were sent the survey via e mail or post and comments / feedback was requested

How we agreed an action plan with the PRG based on the findings of the local patient survey

Very poor feedback / response from PRG

No specific target areas identified

Areas which were highlighted from the findings of the local practice survey where we were unable to take any action and why

None identified

2013/14 Action Plan

2013/14 Action Plan (and how this relates to the findings of the local practice survey)

Due to poor response from PRG and lack of areas recommended / identified for action / improvement the practices have drawn their own conclusions based on this survey and also on previous surveys / feedback. These are:

1. Improve same day / next day access to GP
2. Improve access / appointments for specific GP of choice
3. Make patients more aware of their ability to give views / recommendations on services offered by the practice at any time and not just during a survey. This will take the form of notices in the reception and information posted on website.

Significant changes we have made / plan to make to the services the practice provides

Practices have signed for the Responsiveness Scheme

Extended hours service now available at The Vallance Centre in line with GPPO. This has been advertised so that patients are aware of availability.

Webiste has been update to make patients more aware of services provided. Patients can leave comments on the website

Availability of Information Screens for reception to be checked with CCG.

How we publicised the local patient survey results and action plan to our registered patients
On the practice website and on request at reception.
Link to practice website where this report and related information can be found
www.vallancebrunswickgroup.com
2013/14 Action Plan against 2011/2012 Action plan – overview of progress
<p>Changes made to our telephone system following the survey 2011/2012 have improved patient access to the appointment's desk.</p> <p>Waiting times once arrived in the building are reviewed on a regular basis but are subject to doctors/patients consultation times.</p> <p>The outside core hours requests for appointments have now been addressed with the introduction of the Extended Hours Service provided by Primary Care Manchester LTD.</p> <p>Request for text messaging reminders was trialled. However this proved to be unsuccessful due to patients not updating their details with the practice. The practice would be more than happy to re-evaluate the idea should the demand recur.</p>

Patient Access

Practice Opening Hours		
Monday	08.30-12.30	13.30-18.30
Tuesday	08.30 – 12.30	13.30-18.30
Wednesday	08.30 – 12.30	13.30 – 16.30
Thursday	08.30 – 12.30	13.30 – 18.30
Friday	08.30 – 12.30	13.30 – 18.30

How to access services throughout core hours i.e 8.00am – 6.30pm Monday to Friday

Out of hours service prior to opening at 08.30

Telephone appointment line open from 08.30.

On line appointment booking available

Patients can attend reception and book appointments in person

Extended Hours

Service offered by GPPO

Monday – Friday 18.00 – 20.00

Saturday and Sunday 08.45 – 12.30