

2013-14 PATIENT PARTICIPATION REPORT

Strouts Place Medical Centre

<p>A description of the profile of the members of the PRG</p>	<p>The profile of the members of the PRG varied from many different types of ethnic backgrounds, for example they included Afro-Caribbean, white and Bangladeshi patients. The Patients ages were all different as well, as many were young adults, some in their mid-thirties, forties and we also had very elderly patients who all came to share their views. The PRG was held on Wednesday 18th of December 2013.</p>
<p>The steps taken to ensure that the PRG is representative of our registered patients and where a category of patients is not represented, the steps we took in an attempt to engage that category</p>	<p>There are many steps that have been taken to ensure that the PRG is a representative of our registered patients for example we invited everyone from all different background from age group to ethnicity and made sure their voices were heard in an equal and just way so we ensure that everyone's voice and opinions is represented and reflected in order to better serve the needs of our patients. In addition, although we invited some of our disabled patients and patients with chronic illnesses they didn't attend but we made sure they are represented as well. This is specifically through the case load review meetings we hold with district nurses, community patrons and care co-ordinators to voice any issues that our disabled patients/chronic illness patients are having and make sure their needs are being met and represented.</p>
<p>Outline the issues that the practice covered in the local practice survey</p>	<p>There are numerous issues that were covered in the local practice survey. The questionnaire reflects the overall performance of the practice as we received 100% feedback from our patients. This 100% positive feedback came from the survey in which we asked our patients several questions. For example these questions included whether patients had good access to a doctor or nurse, in which the answers for majority of the patients was rated as 'excellent'. Another question that was asked in the survey was 'Obtaining repeat prescriptions' in which all of the patients ticked 'Excellent'. Other questions that was included in the survey was 'obtaining test results', majority of the patients circled 'completely satisfied', In addition the survey included whether they found our staff (from the admin staff to the GP'S and practice nurse) helpful in all of the patient's answers in the survey was 'very helpful'. We received very positive feedback from the patients. The patients also stated from the local practice survey that they were always able to get an appointment within 48 hours and their repeat prescription also within the specified time which is 48 hours. Finally from the survey all of the patients stated that their experience and overall satisfaction at Strouts Place was excellent.</p>
<p>Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey</p>	<p>As we had received very positive feedback from our local practice survey there weren't any issues in which we had to take steps to reach an agreement. Overall our patients agreed that they were happy with our service from finding the reception staff helpful to stating they were able to receive their prescriptions in time, see a doctor within 48 hours and had a very good experience in our surgery. In addition, all the patients gave positive feedback relating to issues regarding access to a doctor/nurse, obtaining a repeat prescription, and obtaining test results.</p>
<p>The manner in which we sought to obtain the views of our patients</p>	<p>The manner in which we sought to obtain the views of our patients is through holding patient forum meeting in which they speak openly about the issues that they want addressed, voice their opinions and also through patient surveys in which we can find out more from them.</p> <p>Another important manner in which we sought to obtain the views of our patients is through Patient Forum Group, this is where patients ranging</p>

North East London and the City

	<p>from all different backgrounds, ages and ethnicity come together to discuss any on-going issues related to their practice and act as a group tackling issues that they as the patients are facing.</p> <p>Another method of obtaining the views of our patients is the suggestion box we keep in reception in which they can leave suggestions so we can take it on board. Also another effective way of obtaining the views of our patients is they can speak to the manager or any of the admin staff to make a suggestion which therefore reflects their views.</p>
<p>Details of the steps taken by the practice to provide an opportunity for the PRG to discuss the contents of the action plan</p>	<p>This is not applicable</p>
<p>Details of the action plan setting out how the finding or proposals arising out of the local practice survey can be implemented and, if appropriate, reason why any such findings or proposals should not be implemented.</p>	<p>This is not applicable to our practice as from the survey we have received positive feedback and therefore there isn't any finding and proposals arising out of the local practice survey.</p>
<p>A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey</p>	<p>This is not applicable</p>
Action Plan	
<p>Changes we intend to take as a consequence of discussions with the Patient Representative Group in respect of the results, findings and proposals arising out of the local practice survey</p>	<p>We had received very positive feedback from the patient representative group and therefore this is reflected in our local practice survey in which we received 100% feedback. However there are some changes that we intend to take, they include the fact that patients would like to see a fixed doctor in order to build a relationship with their GPs.</p>
<p>Outline actions taken on issues and priorities as set out in the Local Patient Participation Report 2013-14 (where the practice participated in the Scheme for the year 2013-14 (year 1)).</p>	<p>The actions taken on issues and priorities as set out in the local patient participation report 2013-2014 includes: that it was mentioned that patients wanted to have a fixed doctor relationship. Action that has been taken on this matter is there are four doctors who are permanently available for patients to see if they choose to. Therefore the patients have been able to see a fixed doctor who they feel comfortable with and many patients have reported that this has improved vastly as they are now seeing the same doctor they want to see. We have had excellent feedback from our patients as they stated that they are comfortable with the doctor they are seeing. And the patients have built a trust with their chosen GP.</p> <p>Another priority that was set out in the local patient participation report in 2013-2014 was being able to book their appointment with the doctor through other methods instead of the telephone. This has been achieved as we are now doing patient online access, where patients will be able to</p>

North East London and the City

	<p>manage their own appointments through online booking. Patient therefore can be given the access to choose their appointment time and date by booking it online. We have received excellent feedback for this as our patients feel that it is an effective and easier way for them to arrange their own appointments online, through the website.</p> <p>In addition another issue that was set out was the idea of keeping a suggestion box for our patients; this is now in place as we have a suggestion kept in the front in the reception so the patients can feel free to voice their opinions. Another action taken on the issue that was set out in the local patient participation report was the introduction of more walk in services. We are running phlebotomy in which more patients can get their blood tests done in the surgery, we have a new doctor partner so therefore we can offer more appointments, patients can get their flu injections done and also their blood pressure and BMI checked as we have a in placed machine in the surgery. In addition, we plan to increase more walk-in-services.</p> <p>Finally Dr Zaman explained to the patients regarding the role of the Care Quality Commission (CQC) and what they do. We had a recent visit from the CQC and verbally been told that we have passed. We have also nominated the chair of the PPG as requested by the CQC inspector and forwarded her contact details to the inspector for their query. The PPG chair is happy to receive calls and queries regarding our practice.</p>
<p>The opening hours of the practice premises and the method of obtaining access to services throughout the core hours and extended hours arrangements (the times at which individual healthcare professionals are accessible to registered patients.</p>	<p>The opening hours of the practice are: Monday, Tuesday, Wednesday and Friday 9.00am to 6.00pm and Thursday 9.00am to 1.00pm. Extended hours is on Tuesday and Wednesday 6.30pm to 7.30pm</p> <p>There are several method of obtaining access to services throughout the core hours and extended hours, these include patients can call our surgery from 9am-1pm, 2pm-6pm for any kind of issues, queries, clinical advice and general enquires. Another method is patients can attend the surgery and reception and admin staffs are always available to deal with enquiries and patients issues.</p> <p>The times at which individual healthcare professionals are accessible to registered patients is Dr Ahmed and Dr Zaman who are available from Monday to Friday, Dr Martinez who is available on Mondays, Tuesdays and Wednesdays, Rupayan the healthcare assistant available from Monday-Friday, Margaret Oyweusi (Nurse): available Monday, Tuesday, Wednesday, Thursday and Friday.</p> <p>The extended hours are Tuesday and Wednesday 6.30pm to 7.30pm in which Dr Martinez is available on Tuesdays and on Wednesdays.</p>

Thank you for taking your time to read the report and we hope you found this useful. However if you have any questions or would like to take part in the patient forum meetings or make a suggestion please feel free to email at stroutspace@nhs.net. In addition if you can also contact the practice manager Areef Rahman on 02077391972