

2012-13 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 Monday 17th 2012.</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 they didn't attend but we made sure they are represented as well, through the quarterly clinical meeting we hold with district nurses and community patrons to voice any issues that our disabled 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 they found our admin/reception staff helpful in all of the patient's answers was 'very helpful'. And other questions and issues included whether they found our GP'S and nurses helpful and we also received positive feedback for this. 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 at Strouts Place was very good.</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.</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. 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>
<p>Action Plan</p>	
<p>Changes we intend to take as a consequence of discussions with the Patient Representative Group is 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 providing more information regarding the patient surveys which we have now done as we have put up posters in our surgery.</p>
<p>Outline actions taken on issues and priorities as set out in the Local Patient Participation Report 2011-12 (where the practice participated in the Scheme for the year 2011-12 (year 1)).</p>	<p>The actions taken on issues and priorities as set out in the local patient participation report 2011-2012 includes: that it was mentioned that patients will be able to give additional information regarding their contact details in which we can contact our patients to receive information regarding the surgery. An action that has been taken on this matter is the fact that when there is a new registration in the GMS form it doesn't have the option of writing their email addresses, therefore we encourage and advice our patients to give us their email addresses and write it in the telephone section. This is another form of contact for us and therefore helpful for both the patient and our practice. Another priority that was set out in the local patient participation report in 2011-2012 was more posters and advertisement of the patient surveys in surgery so patients are aware of their importance, this has been achieved as the surgery had posters and advertisement everywhere so the patients were able to see it and therefore participate in the surveys. 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>

North East London and the City

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.

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 8.00pm

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.

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 Kabir who is available on Tuesdays and Wednesdays, Rupayan the healthcare assistant available from Monday-Friday, Margaret Oyweusi (Nurse): available Monday, Tuesday and Friday and Margaret Otoide(Nurse): available Tuesday, Wednesday and Thursday.

The extended hours are Tuesday and Wednesday 6.30pm to 8.00pm in which Dr Zaman is available on Tuesdays and on Wednesdays Dr Ahmed. Alongside this Margaret the nurse is available 6.30pm to 8.00pm on Tuesday and Wednesday for evening sessions for our patients.

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 stroutsplace@nhs.net In addition if you can also contact the practice manager Areef Rahman on 02077391972