**EDGWORTH MEDICAL CENTRE**

**PATIENT PARTICIPATION GROUP REPORT AND 2013 ACTION PLAN**

**Edgworth Medical Centre & Services**

Edgworth Medical Centre is a Training Practice for Student GPs and Student Nurses and has approximately 2776 patients. We have 2 GP partners Dr Anjani Kumar (M) Dr Anjana Kumar (F) and one salaried GP Dr A Robinson. We have a balanced team off nursing staff - an Advanced Practitioner, 3 Practice Nurses and 1 Nursing assistant, who run daily clinics for phlebotomy, chronic disease management, cytology and contraceptive advice, minor ailments, triage, smoking cessation, childhood /holiday vaccinations and advice. We have a Health Trainer twice a week that is specifically trained to motivate, support and advice patients over 45 on how to get healthy. We also have to 2 outside agencies who see patients once a week The Citizen Advice Bureau and The Think Positive Team. Our opening times are listed below. We run our extended hours on Monday evening from 17.30 – 20.00 inclusive of extended hours.

**Opening Times**

|  |  |  |
| --- | --- | --- |
|   | **Edgworth**  | **Darwen** **Rd**  |
| **Monday**  | 08:00 - 20:00 | 08:30 - 18:30 |
| **Tuesday**  | 08:00 - 18:00 | 08:30 - 18:30 |
| **Wednesday**  | 08:00 - 18:00 | 08:30 - 18:30 |
| **Thursday**  | 08:00 - 18:00 | 08:30 - 18:30 |
| **Friday**  | 08:00 - 18:00 | 08:30 - 18:30 |
| **Weekend**  | *closed*  | *closed*  |

Triage calls are taken by our Advanced Practitioner daily for one hour and she holds 2 face to face clinics each week on Wednesday at Edgworth Medical Centre between 14.00 – 18.00 and Thursday at The Surgery Egerton & Dunscar Health Centre between 15.00 –18.00. Appointments are bookable via telephone or by calling in the surgery during opening hours, please be aware that GP appointments are only bookable on a 48 hour basis, except where a GP or Advanced Practitioner as requested a review. All opening times are in our Practice Leaflet and feature on our web site.

**Patient Participation Group**

Our PPG group meets every 4 months. The group consists of 5 members ranging in age, gender, ethnicity and sexual orientation. We often discuss ways of encouraging more members to join. The steps we have taken to encourage patients to attend our PPG are by way of advertising the dates of the meetings in our monthly newsletter, on our website, in new patient packs and by a notice in our reception area and finally word of mouth.

**Patient Survey.**

The draft for our Patient Survey was discussed and passed with 2 adjustments at our PPG meeting on Wednesday 03.10.12. When rectified the survey was placed on our website for patients to complete on line and also paper copies handed out in reception, a total of 213 completed surveys have been analysed and reported on. Included in the 2013 survey are the 4 issues raised by the PPG from last year’s survey as follows.

1a) Speaking to the nurse on the phone:

55% reported an improvement.

Action taken:

Telephone calls for the clinician are placed on the system or via a message book if required and if appropriate.

1b) Access to a GP at a time convenient to you.

 57% reported an improvement.

 Action taken:

Advanced Practitioner in place 2 sessions plus triage daily and telephone consultations with GP if required.

1c) Alternative ways of booking.

 43% reported an improvement.

Facility on telephone system to leave a message when surgery is closed, to either request an appointment or cancel an appointment, although this facility is rarely used.

1d) Length of time in the waiting room before seeing a GP.

 60% reported an improvement.

Notices in waiting room and feature in Newsletter, to educate patients’ one appointment for one symptom. If more than one symptom to address may need a double appointment.

The results from the survey were placed on our website, paper copies put out in reception and the PPG made aware by our newsletter sent electronically or posted.

The PPG met on Wednesday 06.02.13 where the results from the survey were discussed. Unfortunately only one patient attended this meeting with one apology. .

The survey results reflected positive feedback and looking for negatives was difficult. The PPG congratulated everyone at the practice on their efforts over the last year in achieving improvements. Actions needed for the coming year were agreed as follows:

**ACTION PLAN 2013**

* Alternative ways of utilising our triage system as 44% of patients who completed the survey are not aware of this facility. The triage system at the moment is advertised on our website, in our monthly newsletter, on our notice boards at both surgeries, offered when a patient rings for an appointment if appropriate and also information is included in our New Patient Packs.

We plan to advertise in the local pharmacy and on the Life Channel.

* Also the survey highlighted that 44% of patients who completed the survey are unaware of the surgery website and services available on the website, which is advertised in the same manner as the triage system.

A hand out to be created with details of our website and services to be made available to all patients attending the practice and placed in appropriate shops. Also to be put in New Patient Packs instead.

* 24% of patients who completed the survey thought that alternative ways of booking an appointment had not been fully addressed from last year. We as a practice will continue to address this by means of investigating the possibility of online bookable appointments.
* A&E attendances that could be treated elsewhere, even though the overall percentage was above 68% in all 3 areas, this was discussed at length and decided that we could do more to improve. We intend to insert a permanent feature highlighting GP, Dentist and Pharmacy services in our newsletters and on our website. Other methods/ideas will be on the agenda for discussion at the next PPG meeting.

The Patient Questionnaire (Survey) for 2013 was made available on our surgery website and paper copies handed out to patients visiting the surgery from December 2012. Included in the survey were 3 areas that had been highlighted for improvement from our previous survey in 2012 and discussed previously with our PPG.

Results for Improvements from 2012

1

2

3

A Patient Participation Group meeting was held on 06.02.13 to discuss this year’s results and for the group to highlight any improvement s needed for the coming year.