

Patient Participation Report

Evington Medical Centre

www.evingtonmedicalcentre.co.uk

Our PPG

Patients for our PPG were recruited in October 2011. Promotion for setting up this group consisted of recruitment by informing patient, advising patients on their interests in becoming members of the PPG. We also adapted a slip should a patient have interest in joining this group. Furthermore, posters were displayed in all patient waiting rooms. Guidance and information was provided by staff to any patients requiring this. After recruiting for several months and achieving a good selection of members we held our first meeting on the 2nd February 2012.

Members Profile

Our first meeting was an introduction to our interested PPG members. Following this meeting nominations were as follows:

Mr B Kanaber – Chairman, 47 years old – British Asian, works at Neighbourhood Centre training centre, also a school governor. The PPG is new to him but wants to represent the community.

Mr A Mistry – Vice Chairman – 65 years old – British Asian, is an accountant. Enjoys helping and participation with community work.

Mr H Sohal – 49 years old – Punjabi, works as a courier. Is a carer to his mum.

Mr M Patel – 52 years old – Muslim, work for the immigration office, has a young family and new to PPG.

Ms J Friedman – 63 year old – British, retired and new to PPG

Mr M Mistry – 31 year old – British Asian – Pharmacist, new member to the group

Recruitment was difficult as we were unable to recruit patient from our Branch Surgery (Belgrave). A mixture of White and British Indian represented although we felt we needed younger people to enrol with this group. We therefore, were continuously trying to recruit for younger members.

Priorities

Previous surveys proved we had several issues please see last year's (see action plan for 2013 on website).

- Too many questions being asked to patient when booking an appointment.
- The 0844 telephone number proving very expensive.
- Being put on hold for a long period.

Our meeting are held every 8 weeks on Wednesday at the practice.

Production of Practice Questionnaire

The PPG group members felt that our questionnaire needs rephrasing, adding and removing some questions which were inappropriate. Also the questions were made simplified for easy reading (questionnaire on website). The questionnaire was accessible to patient on the website for viewing although we handed out the questionnaire at the surgery by receptionists.

Action Plan discussion

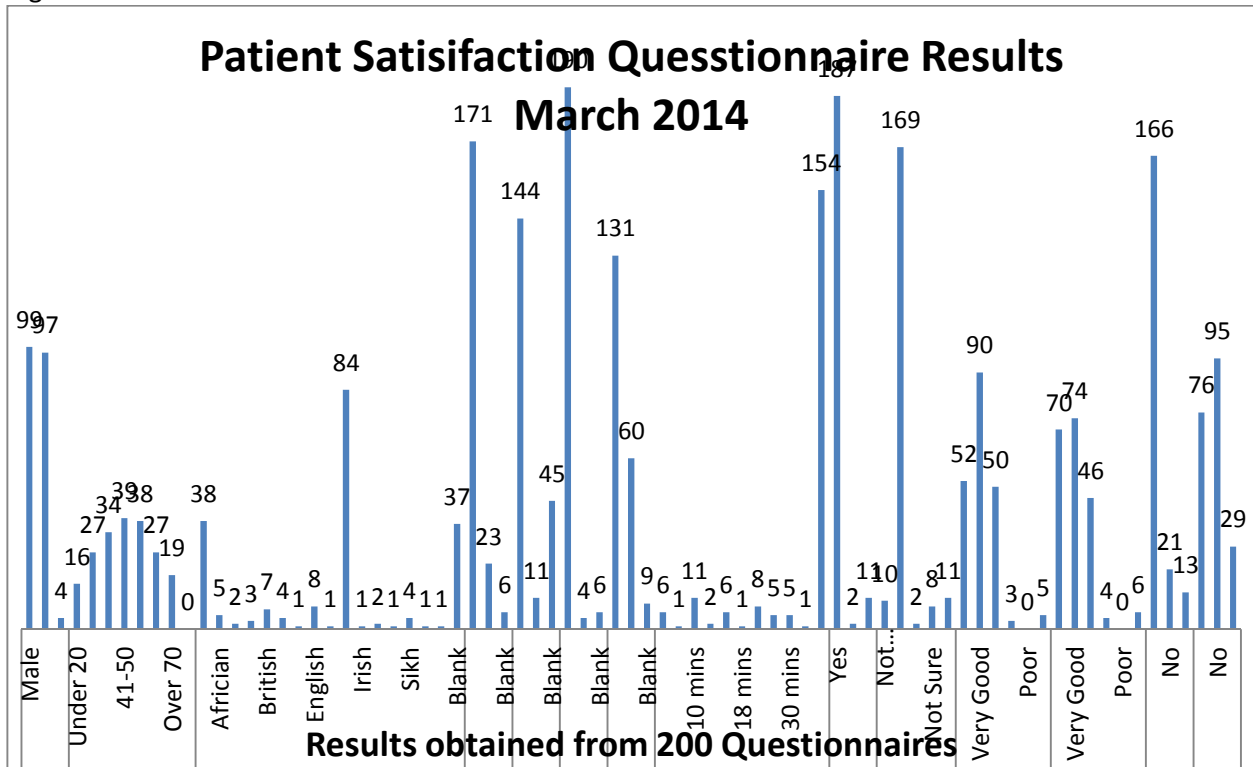
Survey results were looked at by the PPG members for their information and for analysing. A member of the PPG thereafter together with our IT Manager then collated all question and analysed then created an action plan for 2012-13. A copy of this action plan was forwarded to all our PPG members for verification and then added to our practice website.

Statistical Evidence

All received questionnaire are analysed by the IT Manager and all results are collected in order to make a bar chart and all comments are written up word for word and a separate document is made for all of these. These comments are then looked at by the members of the PPG and prioritised for the action plan to be created. Accordingly this is looked in to by the practice managers and recommendations are put in place for this to be actioned.

The questionnaire, results, comments and action plan is available for viewing on the Practice website.

A bar chart showing this and the action plan is also available on the notice board and at reception.
E.g.



Opening Hours

Evington Medical Centre has two sites, one based in Evington and the other in Belgrave. We thrive to continue and provide all our patients good standards of care at both these practices. We have 10033 patients covering both surgeries.

Both practices open at the same times and are as follows:

Monday – 09:00am to 18:30pm

Tuesday – 09:00am to 18:30pm

Wednesday – 09:00am to 18:30pm

Thursday – 09:00am to 13:00pm

Friday – 09:00am to 18:30pm

Access to patients when the surgery is closed is accessible through Primecare.

Extended Hours

The practice are looking at participating with extended hours as a priority.