GREET MEDICAL PRACTICE

PATIENT REPRESENTATIVE GROUP

REPORT 2014 - 2015

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| Greet Medical Centre aims to provide the best possible care to its patients and undertakes patient surveys regularly and uses the patient feedback views as a way to monitor its performance which are discussed with the patient group.  The patient group for Greet Medical Centre has 15 members and was first established in 2011. The group comes from a broad variety background, gender and age groups and have a range of experiences. The group is made up of registered patients from the practice who are very enthusiastic and influence the way we develop future services and running of the practice by being proactive.  **Practice Engagement**  The practice has engaged with the Patient Group regularly face to face, telephone call, by letter, and meets on a regular basis and encourages involvement and attendance from patients in all areas of the practice community and has continued to advertise for new members to join  As part of our drive to expand the patient group, we have asked face to face, advertised through posters in the waiting room area, during consultations, and also when patients attend for their new patient check, practice leaflet, and patient group leaflet.  Additionally, and to recruit members who better represent the profile of the Practice, we have encouraged the GP and reception staff to target patients who fall within under-represented groups when they are in contact with the Practice. We have a very transient list with a high ethnic minority population  The group is regularly kept up to date with changes via email, telephone and also verbally  **Practice Surveys Process**  For ther period March 2014 – March 2015 100 patient questionnaires were handed out to the patients to fill in for patient feedback on the practice performance and views. For non English reading patients a receptionist was available to interpret  **Discussion on Patient Survey Results**  Views from the patient surveys were collated and analysed using the computer software a copy of the survey results was given to each PPG member for their comments and feedback and discussed to agree on priority areas raised and put in place an action plan. We achieved a high standard in all areas of the survey this year and thank all patients that took part  **The national survey results for the Practice from previous year and this year was discussed and compared**  Telephone Access, survey showed that patients felt they were unable to get through to the surgery via telephone. Additional telephone line needed to improve access and demand for telephone consultations  More receptionists available to answer calls. Patients felt that communication between patients and staff had improved since the previous year  Overall from the patient meeting and staff discussion we were able to see that all of last year’s action plans were met and necessary improvement made. More work needs to be carried out by the practice on telephone access to meet patient demand  **Agreement on Priority Areas**  In order to determine the areas of focus for the Practice Survey, we relied on several  methods:   * Review of previous year’s survey results and incorporation of any issues that had not, yet, been resolved. * Review of suggestions made by patients during the current year * Discussion with members of the Patient Participation Group   The results from the patient survey feedbacks was discussed with the Patient Group and an action planned agreed where the patients and practice felt areas were highlighted were improvement and development could be made.  **Action Plan 2015**  **Increase appointments**  Our list size has increased over the past 12 months and with it the demand for more  Appointments. Having previously increased opening times and extended surgeries,  We decided employ a new doctor who will be starting in February 2015 to accommodate patients demand for appointments, We will review how this has managed the demand for appointments in two months’ time.  **Telephone access**  Improve Telephone Access to enable patients to get through on the phone much easier during busy times. Practice currently has two lines, additional line to be available.  Our telephone lines are open for appointments during all our practice opening  Hours. Patients can also book appointments online, using EMIS Access, this  service is available 24/7  **Communication**  Communication between reception staff and patients improved since 2013 -2014 survey. Staff to continue to improve for better communication and performance.  **Engagement of Patient Group**  To engage patients to take part in the Patient Group the following action was taken to invite patients from all ages ethnic background   * Poster displayed in waiting room/Notice Board * Face to Face invite by admin staff and clinical staff * Letters * Word of Mouth * Patients contacted by telephone * Patient Group leaflet displayed to encourage patient to join * Advertisement on Practice Website   **Practice Engagement with under-representative communities**   * Speakers from Support Plus * Health Exchange * Doctors and Nurses * Health Care Assistant * Multidisciplinary Team Feedback to Patients * Patient Group Representative |

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| **Patient Group Meetings** |

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| 21st | May | 2014 |
| 9th | July | 2014 |
| 1st | October | 2014 |
| 6th | January | 2015 |