

LEA SURGERY - PATIENT PARTICIPATION REPORT 2013-2014

<p>A description of the profile of the members of the PRG</p>	<p>The Lea Surgery patient participation group consists of 12 members. 5 out of the 12 are over 65. 4 are from ethnic minorities and 7 are Caucasian and 1 is of mixed race. 1 patient suffers from disabilities and 1 patient suffers from a learning disability. A young 18 year old patient has recently joined our group.</p> <p>The list consists of both working and retired patients.</p> <p>We have patients from various ethnic backgrounds but as we have young working patients it is very difficult for them to attend meetings; we are still endeavouring to recruit more patients to the PRG.</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>The practice demographics is ethnically diverse with large population of families with young children.</p> <p>The steps taken to recruit new members to our PRG is by putting up poster in the reception area, advertising on the Jayex system to speak to reception staff and clinicians also enquire from the patients if they would like to join.</p> <p>We have a link on our website leasurgery@nhs.net inviting our patients to join the patient participation group and we also try to actively recruit patients to ensure that the patients are representative of a variety of categories as described above.</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>During our meeting 26.6.13 it was agreed that a patient survey would be carried out by CFEP UK Survey company to identify any issues that may have arisen over the past year and it was agreed that we would meet again after the results have been received to discuss it as a group. Half the PRG group attended this meeting along with 3 doctors and 2 admin staff.</p> <p>It was identified that there were problems with the telephone system, the check-in screen that was broken and due to recruiting new staff, it was taking time to train them.</p>
<p>The manner in which we sought to obtain the views of our patients</p>	<p>We sought the views of the patients by clinicians asking for patients opinions; Reception staff enquiring from patients and listening to the representatives of the PRG for their opinions. Notice has been placed on the jayex screen inviting patients to join the patient participation group.</p> <p>Invitation was given for members to add anything they would like to discuss on the agenda 6 weeks prior to the actual meeting</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>http://www.leasurgery.co.uk/practices/lea/IPQ-Lea-Surgery-Poster-Summary-13-14.pdf</p> <p>http://www.leasurgery.co.uk/practices/lea/IPQ-Lea-Surgery-13-14.pdf</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>A follow up PRG meeting was held 11.12.13 where the members had the opportunity to discuss the results of the patient survey; installation of the new telephone system and also installing a new check-in system. The next PRG meeting is scheduled for February 2014 as these are held quarterly.</p> <p>The difference this has made is:-</p> <ul style="list-style-type: none"> a) More telephone lines have been added b) Patients can check themselves in and there are shorter queue at reception c) We have dedicated admin members who have been given the responsibility of answering the telephone so the waiting time has been significantly reduced.
<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>http://www.leasurgery.co.uk/practices/lea/Discussions-of-local-findings-and-action-plan-13-14.pdf</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>	<ol style="list-style-type: none"> 1. Telephone system – there was obviously a fault on the existing telephone system so it was discussed that due to the increase in patient size that maybe we have outgrown the capacity currently available. It was decided that a new system would be put into place. 2. Check-in system – unfortunately our last screen was damaged and we had been waiting for the new building to install the new jayex screen that was purchased. Due to delay in those plans it was decided that a new screen would be purchased and installed. 3. Newsletters – We aspire to do a quarterly newsletter which is then put on our website leasurgery@nhs.net and also on the notice board in the surgery so the patients can read.
<p>ii. where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2012, has taken on issues and priorities as set out in the Local Patient Participation Report</p>	<p>We employed extra reception staff to deal with the volume of telephone queries. The problem with telephone access persisted and once we identified that there was a problem with the telephone system itself, we changed the telephone system as discussed previously.</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>Opening hours for the practice where the patient can come in or telephone to book appointments or discuss any issues are:-</p> <p>Monday – Friday 08.00 am – 20.00 pm Saturday 09.00 – 5.00 pm Sunday 10.00 am – 5.00 pm</p>