

# Patient Participation Report

Stage One						
1						
Practice Population:		9089				
			Sex:	Male	4344	Female
						4744
Age:		Under 16's	1551			
		17 - 25	742	36 - 45	1320	56 - 65
		26 - 35	1224	46 - 55	1412	66 +
						1808
Ethnicity:		Caribbean		155	other:	
British, Mixed British		3726		African	38	other:
English				Mixed Black		other:
Scottish				Chinese	32	other:
Welsh				Japanese		other:
Indian, British Indian		78	other:			other:
<p><b>Are there any specific Minority Groups within the Practice Population?</b></p> <p>We have small minority groups eg. Indian subcontinent, Afro-Caribbean and Polish.</p>						

*Validating that the patient group is representative of the practices population base. Payment Component 1*

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Patient Representative Group Profile (PRG):				Sex:		Male	12	Female	13
Age:		Under 16's							
		17 - 25		36 - 45	2	56 - 65	8		
		26 - 35		46 - 55	4	66 +	11		
Ethnicity:		Caribbean		1		other:			
British, Mixed British		9		African		other:			
English		11		Mixed Black		other:			
Scottish		1		Chinese		1		other:	
Welsh				Japanese				other:	
Indian, British Indian		1		other:		1		other:	

What steps has the practice taken to recruit patients and to sure it is representative of the practice profile?

We started our patient group in January 2010, we meet monthly and have a chairperson and secretary. We recruited patients by asking them personally, advertising the group on our practice leaflet and website. Also posters were placed in the waiting room. The group has scheduled alternate meetings in the afternoon and evening to enable employed people and a wider age group to attend. New patients registering with the practice are informed of the patient participation group.

The group held a stall in the waiting room, on a busy Monday morning (20/2/12), this publicized the monthly meetings and activities of the group. Many email contacts were made and a 'virtual group' was formed.

We, together with group members held 3 further stalls in the waiting room, during Saturday morning flu clinics in October & November 2012. This resulted in a substantial increase in the number of patient email contacts (around 75 in total). We also distributed a schedule of future meetings to more than a 100 patients. Since the increased recruitment efforts, our total attendance at each monthly meeting is around 25 members.

We have successfully recruited more ethnic minority members. However despite all our efforts, we still struggle to attract younger members to join.

Meeting minutes are posted to our website and also emailed to all our contacts. We also print out minutes for people without internet access. Printed minutes are also available from our reception

*Validating that the patient group is representative of the practices population base. Payment Component 1*

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Compare the PRG with your practice profile and describe the differences between the practice population and membership of the PRG?

We have almost an equal number of males and females on the group. The PRG is still under represented by younger members. Over the last year the attendance of the group has doubled in numbers to 25. We also now have more ethnic minority members, which is more representative of our total practice population.

*Validating that the patient group is representative of the practices population base. Payment Component 1*

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Please explain any differences in section 3 above and the efforts of the practice to communicate with groups not represented? *(this is required even if the practice has chosen to use a pre-existing PRG)*

Since January 2010 and despite all our efforts described in section 2, we have struggled to attract younger members to the group. The group will continue to hold information stalls in the waiting area on a regular basis. We have a 'virtual group' of over 75 members. These have not been analysed for age distribution, however will contain some younger members, who are unable to attend meetings. Our meeting minutes are published on our practice website and emailed to all contacts. We also print off minutes for patients who don't have access to a computer. Printed minutes are also available from our reception.

*Validating that the patient group is representative of the practices population base. Payment Component 1*

## **Stage Two**

### **Agreeing Priorities**

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**How has the practice sought the PRGs views of priority areas?**

**As we have had a thriving group meeting each month since January 2010, we have had many opportunities to seek the PRG's views of priority areas. Eg. items from the National GP survey, appointments with the GP/nurse, opening times, telephone system, satisfaction of the service and environment, clinical and reception staff.**

**Over the last year our group has continued to meet monthly, with an ever increasing attendance.**

**As a group we decided to review the previous year's priority areas and compare how we as a practice had improved.**

*Validate through the local patient participation report. Payment Component 2*

**6**

**Please describe how the priorities for the survey were selected - do these reflect those set out by the PRG?**

**Following discussion with our patient group we decided to review the same priority areas as last year. The plan was to implement the same survey. This enables us to compare how we had improved as a practice during the year.**

**The key priority areas for the survey selected by the group were:**

- 1- Satisfaction with the doctor/nurse**
- 2- Satisfaction with the reception staff**
- 3- Satisfaction with the practice**

*Validate through the local patient participation report. Payment Component 2*

## Stage Three

### Survey

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How has the practice determined the questions used in the survey?

The practice together with the patient group members decided to repeat the same standardized approved survey 'Improving Practice Questionnaire' by the Client Focused Evaluation Program (CFEP). This enabled us to focus on all the priorities raised by the group members. It is a trusted, reliable and sensitive tool. CFEP is an external independent organization specializing in patient feedback surveys for health professionals. Booking of appointments and clinical care were assessed by the survey. The opportunity to give positive and negative comments was also present in the survey.

*Validate the survey through the local patient participation report. Payment Component 3*

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How have the priority areas been reflected in the questions?

Our well established monthly patient group is very familiar with the key priority areas. The main areas originated from the National GP survey -eg. appointments with the GP/nurse, opening times, telephone system, satisfaction of the service, clinical and reception staff. Once again, the 'Improving Practice Questionnaire' CFEP survey focused primarily on these priority areas hence this was an ideal tool for our purpose. Below is a summary of the questions in the survey:

About the practice:

Level of satisfaction with opening hours

Ease of contacting the practice by phone

Satisfaction with the day and time arranged for your appointment

Chances of seeing a doctor/nurses within 48hrs

Chances of seeing a doctor/nurse of your choice

Opportunity of speaking to a doctor/nurse on the phone

Comfort of waiting room

Length of time waiting in practice

**About the doctor/nurse:**

My overall satisfaction with this visit to the doctor/nurse  
The warmth of the doctor/nurse's greeting to me  
Rating the ability of doctor/nurse to listen to me  
The doctor/nurse's explanations to me  
The extent of reassurance of doctor/nurse  
My confidence in doctor/nurse's ability  
Opportunity to express concerns  
Respect shown  
Amount of time for visit  
Consideration of personal situation in deciding treatment  
Concern for me as a patient  
Extent to which doctor/nurse helped me to take care of myself  
Recommendation I would give to friends about the doctor/nurse

**About the staff:**

Manner in which you were treated by reception staff  
Respect for your privacy and confidentiality  
Information provided by the practice about the service

**Finally:**

Opportunity for making compliments or complaints about practice  
Information about illness prevention  
Availability of reminder systems for ongoing health checks  
Respect of right to seek a second opinion or complementary medicine

Any comments about how this practice can improve?

Any comments how the doctor/nurse could improve?

*Validate the survey through the local patient participation report. Payment Component 3*

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Describe the Survey - How and when was the survey Conducted?

We commissioned the CFEP 'Improving Practice Questionnaire'. See questions asked in section 8. The forms were handed out to patients at reception to fill in after their consultation with either the GP or nurse. This happened over January and February 2013. A total of 233 surveys were completed.

*Validate the survey through the local patient participation report. Payment Component 3*

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**What methods practice has used to enable patients to take part?**

The questionnaire was for patients attending the practice for a consultation. They were handed out in the reception area by the staff.

*Validate the survey through the local patient participation report. Payment Component 3*

**Stage Three** continued

Survey

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How has the practice collated the results?

The CFEP were commissioned to collate the results and provide a detailed report. The results were emailed to our practice in PDF format. The survey compares our results with all practices and also practices of a similar list size. We also are able to see a comparison of results from last year. The results are presented in tables, graphs and free text.

The detailed survey report was posted to our website: [www.sherwoodhealthcentre.co.uk](http://www.sherwoodhealthcentre.co.uk)

*Validate the survey through the local patient participation report. Payment Component 3*

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How were the findings fed back to the PRG?

The CFEP patient experience survey results were emailed out to the 75 patient group email members one week before our meeting to discuss the findings on 8<sup>th</sup> March 2013. The survey results were also posted on our website.

[www.sherwoodhealthcentre.co.uk](http://www.sherwoodhealthcentre.co.uk)

About 25 printed out survey results files were handed out during our PPG meeting. They are also available in our waiting room and reception.

*Validate the survey through the local patient participation report. Payment Component 3*

**Stage Four**

**Results**

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Please describe survey results:

The CFEP survey results 2013 are present to view on our website [www.sherwoodhealthcentre.co.uk](http://www.sherwoodhealthcentre.co.uk)  
 In summary questions were asked about the practice, about the doctor/nurse, about the staff. Overall 86% of all patient ratings about the practice were good, very good or excellent. This is an improvement of 1% from last year. We scored highly in most areas surveyed. The highest scoring areas were for respect shown by doctor/nurse, time for visit and concern for the patient. Also we improved by 7% from last year, for the comfort of the waiting room. We were once again below average for seeing practitioner of choice.

Summary of results:

Jan/Feb 2013  
 Mean percentage scores  
 Jan/Feb 2012

About the practice:

Level of satisfaction with opening hours	67%	68%
Ease of contacting the practice by phone	55%	55%
Satisfaction with the day and time arranged for your appointment	67%	68%
Chances of seeing a doctor/nurses within 48hrs	58%	58%
Chances of seeing a doctor/nurse of your choice	48%	51%
Opportunity of speaking to a doctor/nurse on the phone	62%	60%
Comfort of waiting room	66%	59%
Length of time waiting in practice	58%	56%

About the doctor/nurse:

My overall satisfaction with this visit to the doctor/nurse	82%	81%
The warmth of the doctor/nurse's greeting to me	82%	83%
Rating the ability of doctor/nurse to listen to me	84%	82%
The doctor/nurse's explanations to me	83%	81%
The extent of reassurance of doctor/nurse	83%	79%
My confidence in doctor/nurse's ability	84%	82%
Opportunity to express concerns	81%	80%
Respect shown	86%	84%
Amount of time for visit	80%	80%
Consideration of personal situation in deciding treatment	80%	79%
Concern for me as a patient	83%	80%
Extent to which doctor/nurse helped me to take care of myself	80%	79%
Recommendation I would give to friends about the doctor/nurse	84%	82%

**About the staff:**

Manner in which you were treated by reception staff	75%	74%
Respect for your privacy and confidentiality	74%	75%
Information provided by the practice about the service	72%	71%

**Finally:**

Opportunity for making compliments or complaints about practice	64%	68%
Information about illness prevention	68%	73%
Availability of reminder systems for ongoing health checks	66%	67%
Respect of right to seek a second opinion or complementary medicine	64%	68%

Free text comments, collated below:

**HOW THE PRACTICE CAN IMPROVE?**

**DOCTORS/NURSES**

- Being able to see a regular doctor? Not always available.
- Ability to obtain the doctor of ones choice
- If you could see doctor of your choice within approximately 2 weeks, not being told to ring every day in case there is a place.
- I have been to other GP's in Nottinghamshire but Elmswood Gardens Health Centre is the best ever
- My one concern is the length of time required to wait to see a doctor of choice. This is normally 2+ weeks in my experience. Continuity of care can be an issue.
- Quicker appointments with chosen doctor
- Doctors are very good, happy to spend time with patients
- None really as all practitioners and colleagues here treated me with respect. This is the best GP practice I have ever been registered with. Thank you.
- I would love to be able to leave feedback on the website or NHS website as I think this practice is excellent and the level of care and compassion shown by my GP is outstanding.
- Doctor should stay here permanently, they are really good. Thank you.
- It would be nice to see the doctor more quickly when making an appointment, i.e. within a day or two not over a week if wanting to see a doctor of your choice. I know this may be difficult.
- Excellent doctor. Excellent "perceptions".
- More appointments for working people with their own doctors.
- It is sometimes a long wait to see your doctor of choice.
- The doctor was very professional and caring but I am constantly aware how little time there is in an appointment. Not the

doctors choice but a factor of the service.

- The time we wait for an appointment was long on my visit, sometimes it can be an hour long wait, not very good.
- More time?
- No, I think the doctor/nurses here are excellent!
- This is the best surgery and group of NHS staff I have had the pleasure of visiting. I have lived all over but never known such a caring place. Well done all!
- One doctor was very caring and supportive.
- My appointment was with nurse and they were brilliant. No improvement needed!
- Become less obsessive about smoking - there are other causes of illness.
- None. I'm very happy with my doctor.
- Doctors, nurses, receptionists are always very kind, helpful, polite and caring, concern to the patients requirement. I feel that Sherwood Health Centre is a very very good centre.
- One doctor is lovely and a great GP.
- In my families eyes you cannot improve it any more, the doctors who are very good. Nurse and staff are great, and we have been with them many years.
- Excellent
- When booking in advance it is not always possible to get the doctor of your choice.
- Increase knowledge of alternative ways to manage/treat my health condition - but this is true of the NHS in general as overall knowledge is very poor.
- One doctor is a great doctor, I feel 'looked after' but appointments tend to run 1/2 hour late - a problem when I'm due in work.
- I am satisfied with the service, I feel I am cared for with respect and my doctor is friendly and takes time. It is only sometimes difficult to get my doctor and the waiting time can be up to 2 weeks. I prefer to see the same doctor.
- Sometimes it's too hard to get past the reception and to a doctor, otherwise this practice is amazing, especially one doctor.
- All very good.
- Not sure.
- None needed.
- The doctor or nurse can or may improve by being warm and welcoming to their patients, offering advice and asking questions to the patient so that the patient feels cared for.
- Very good.
- Doctor was fantastic!
- Excellent doctors, nurses and practice staff at this practice. We have been with the surgery for many years including the old surgery off Mansfield Road.
- If you can see the doctor of your choice within approximately 1 week, but not keep phoning to try and see your doctor.

- Always excellent professional treatment.
- Two doctors and the nurses are at this practice are very fair and very caring. I am so grateful to have them in my life.
- None. They were very good!
- Satisfied.
- I have no problem seeing a different doctor, as in my experience I have found the level of satisfaction for all doctors to be excellent. I no longer feel the need to see the same doctor.
- Excellent staff.

#### APPOINTMENTS

- Opportunity for home visits rather than having to drive over
- Opening at weekends and longer in the evening to reduce the inevitable pressures on out of hours and A&E. It is a national problem but affects our surgery.
- It would be useful for me to have a late night or weekend practice, as sometimes difficult to get back for appointments for work issues.
- Simplify the system of making appointments.
- Online service not working, possibly extend service to allow booking of next day appointments?
- I work 2 hours away. I find it frustrating when I can't arrange an early appointment, and give me a chance to complete my working day e.g. today the earliest appointment was 10:20 and by this time I have been seen - go to chemist - catch trains I wouldn't be able to get to work much before 13:00.
- Book sooner appointments, accept bookings over phone any time
- To open on Saturdays!
- It could open at weekends etc.
- I do find making appointments quite stressful. I feel sometimes I have to say things are urgent because it is the only way you can get an appointment within a reasonable time frame i.e. 3-5 days.
- The appointments system is frustrating. Particularly if an urgent appointment is needed. It is often difficult, if not impossible, to get through for the surgery by phone.
- Appointment text reminders would be good.
- More early surgeries far too busy working mums! I understand how unpopular this might be with the busy working parents who work here but it would really help me.
- Patients summary should be checked with patient or I disagreed that important information wasn't included i.e. having had two major illnesses and the latter would be very important information if I was urgently admitted to hospital - sometimes it is difficult to get an appointment within 48 hours unless it's an absolute emergency.
- Sometimes you need to see a doctor in this time scale, but don't like to take emergency appointments.
- Sometimes when making appointment there is a wait of 2 weeks or more but I guess this is more about NHS judging of amount of doctors/nurses per area than a fault of the practice

#### RECEPTIONISTS

- Receptionist got caught up giving me this questionnaire and didn't book me in on the system so have waited over an hour to see the doctor. They apologised.
- Reception
- Staff are very friendly, always happy to help.
- Only problem was making the appointment. The person who took the call made the appointment for the wrong day
- No, it's a wonderful surgery and we are lucky to have such wonderful staff.
- I think this practice is exemplary. I am always treated with care, compassion and professionalism. The staff here really know their stuff and I have nothing but respect and admiration for them and the job they do. They really don't need my advice but they do deserve my gratitude.
- This health centre (Sherwood) as my thinking is a very centre, because all staff are so helpful and have the concern and care for everything. No comment, is already up to date.
- Improve reception in both answer times on phone which for me have been very long, and also improve availability of receptionists at the desk. Mostly they stand away from it. One person there at all times would be good.
- Training for receptionists - one is good, but another is poor, unwelcoming and gives the impression patients are a nuisance.
- Improve the reception staff and get one to answer the telephone quickly and come to the desk straight away rather than leaving us to wait 5-10 minutes!
- Make it much easier to find reception (there are no signs); make the electronic sign in more prominent/obvious.
- Make a better distinction between health centre and GP practice (very confusing for new patients) in terms of receptions and services offered. Reception staff should draw attention to the electronic display that tells you when to see the doctor as we found this out by accident.
- The reception staff could be a bit more happy with a smile to greet you!
- I feel from time to time the level of service the Sherwood Health Centre provides does drop due to staff - this could relate to what time of day they may be have, what type of mood staff are in or how they are feeling etc. I feel be professional at all times counts for a lot.
- No improvements necessary, one staff member was fantastic!

#### TELEPHONES

- Can you have several lines so patients ringing in can get through quickly?
- The phone service - very difficult to make an appointment with anybody, shouldn't have to walk up the hill to make one at the desk.
- I think this is an excellent practice. My only criticism is it is difficult to get things by phone.
- I do sometimes find it difficult to get through on the phone at busy times and sometimes have difficulty being able to get an appointment at short notice. - However not on this occasion?

- I always find it frustrating when ringing in on the day when you need an urgent appointment to be questioned, also the recorded message is annoying.
- Telephone facility.
- It could do something about the delay in replying to telephone requests for a same-day appointment - annoying recorded messages! It could have fewer notices up. If you read all of them you can end up a hypochondriac.
- Telephone service poor - waiting in queue easier before the change over
- The new method of telephone answering seems less helpful than the old one in some ways. The waiting and then being cut off while waiting and having to start again at the beginning is frustrating.
- It is often difficult, if not impossible, to get through for the surgery by phone.
- It's very hard to get through on the phone
- Get rid of that awful male voice on your answering machine that repeatedly thanks us for "waitin".
- Have given up trying to phone for appointment as can't get through, tend to 'pop in' to sort appointments, probably not best use of resources in morning.
- The new telephone system is not efficient as the old one. You have to wait sometimes for a long time to get the staff at reception or phone cuts off.
- Telephone - sometimes kept waiting to get through, could do with being a bit more private at reception desk. Otherwise brilliant health centre.

#### **WAITING AREA**

- I've noticed a recent improvement in the general neatness and appearance with a number of out of date and tatty notices removed.
- It could have fewer notices up. If you read all of them you can end up a hypochondriac.
- After sitting in the old chairs with a bad back, absolutely fabulous.
- Some magazines would be nice but by no means essential.
- Reading material in waiting room e.g. poems/magazines. Water to drink.
- Cleanliness of waiting room and toilets is great. Sometimes there are magazines and I like this when having to wait as it makes the time pass quickly, makes me less anxious.

#### **PRESCRIPTION LINE**

- Possibly extend times that you can order repeat prescriptions - sometimes difficult to call in restricted times although
- I do know there is an internet option.
- Waiting 2 days for a written prescription.
- Extended hours to order repeat prescriptions.

- feel that the hours given to order a repeat prescription needs extending. I work in a school and cannot phone in the morning and don't always have access to a computer. Receptionists do not like it when you phone out of hours
- It is not always easy to get through to order a repeat prescription in time before the line closes. When ordering my repeat prescription, it bothers me that my medication is repeated to me along with my address as I don't wish people in the waiting area who may know me to know I take regular medication.
- Only being able to order prescriptions in a limited window is hard for me to get.

**GENERAL COMMENTS**

- None: I have had excellent help. Thank you
- Serve a gin and tonic! Cool!
- Perfectly satisfied.
- I would like to see this GP practice remain in public hands.
- It is currently very good.
- None - very satisfied (over many years!).
- None at the moment.
- I have no problems with the practice.
- So rare I visit that I cannot comment but over the years have always been pleased with the quality of service
- Fabulous practice, service is always excellent and opening hours are reflective of need to work e.g. early appointments etc.
- Excellent.
- Nothing to add, could not fault it.
- I am happy with service.
- None. Very impressed with this surgery.
- I just hope that all the facilities we enjoy in this practice will remain with the practice of the NHS.

*Validate the survey and findings through the local patient participation report. **Payment Component 4***

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**Explain how the PRG was given opportunity to comment?**

**The PRG were able to comment via email (to the PPG Chairman and secretary) and also at the meeting at the practice on Friday**

**8<sup>th</sup> March 2pm, 2013.**

**The PRG were very happy with the survey results and provided much positive feedback.**

*Validate the survey and findings through the local patient participation report. Payment Component 4*

**15**

**What agreement was reached with the PRG of changes in provision of how service is delivered?**

**Following the meeting with the PRG on Friday 8<sup>th</sup> March 2013, we agreed the following action plan (see below).  
The action plan is based on recommendations of the patient group after discussing the survey results.**

**1- Telephone consultations. The practice will inform patients that it is possible to speak to a doctor on the phone for advice.**

**In the patient survey we scored poorly on seeing your doctor of choice. This is mainly because of the high number of part time doctors at the practice. The group felt that being able to speak to the doctor of choice may help improve this score.**

**2- Emails. We will explore the possibility of providing an email advice service.**

**The group felt that an email advice service with a doctor would be useful. However the group was aware of the medico-legal complications of email contacts.**

**3- Disability awareness. The practice will inform patients when called by the doctor, if they are unable to see or hear the digital calling display.**

**In the waiting room we have a patient calling display screen. It beeps and the patient name is displayed when the doctor calls the patient. The group felt we needed to make it clearer that assistance is available from the receptionists for patients with hearing and visual disabilities.**



*Validate the survey and findings through the local patient participation report. **Payment Component 4***

**16**

**Were there any significant changes not agreed by the PRG that need agreement with the PCT?**

**No**

Validate the survey and findings through the local patient participation report. **Payment Component 4**

<b>Stage Four</b> <small>continued</small>	
Results	
17	
<b>Are there any Contractual considerations that should be discussed with the PCT?</b>	
No	

Validate the survey and findings through the local patient participation report. **Payment Component 4**

<b>Stage Five</b>	
Action Plan	
18	
<b>How did you consult with the PRG about the action plan?</b>	
The patient survey results were emailed to all our patient group members, 1 week before the meeting to discuss them in detail. At the meeting we went through the survey question by question.	

An action plan was developed by the patient group, at the meeting on 8<sup>th</sup> March 2013. All of the patient recommendations were incorporated into the action plan.

The survey results, meeting minutes and action plan are all present on our practice website. [www.sherwoodhealthcentre.co.uk](http://www.sherwoodhealthcentre.co.uk)

*Consulting on the Action plan with the PRG and seeking PCT agreement where necessary. Payment Component 5*

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Please give a brief summary of priorities and proposals agreed with the PRG arising out of the practice survey:

**FOLLOWING THE MEETING WITH THE PRG ON FRIDAY 8<sup>TH</sup> MARCH 2013, WE AGREED THE FOLLOWING ACTION PLAN:**

**DR MALIK AND MARY SIMPSON (PRACTICE MANAGER) WILL BE RESPONSIBLE FOR THE IMPLEMENTATION OF THE ACTION PLAN BEFORE MARCH 2014.**

**1) TELEPHONE CONSULTATIONS.** The practice will inform patients that it is possible to speak to a doctor on the phone for advice.

**In the patient survey we scored poorly on seeing you doctor of choice. This is mainly because of the high number of part time doctors at the practice. The group felt that being able to speak to the doctor of choice may help improve this score.**

**2) EMAIL CONTACT.** We will explore the possibility of providing an email advice service.

**The group felt that an email advice service with a doctor would be useful. However the group was aware of the medico-legal complications of email contacts.**

**3) DISABILITY AWARENESS.** The practice will inform patients when called by the doctor, if they are unable to see or hear the digital calling display.  
**In the waiting room we have a patient calling display screen. It bleeps and the patient name is displayed when the doctor calls the patient. The group felt we needed to make it clearer that assistance is available from the receptionists for patients with hearing and visual disabilities.**

**Following the meeting with the PRG we agreed the following action plan 2013:**

<b>ACTIONS</b>	<b>TIMESCALES</b>	<b>PEOPLE RESPONSIBLE FOR IMPLEMENTATION</b>	<b>PROGRESS TOWARDS COMPLETION</b>	<b>COMPLETION DATE</b>
<b>1) INFORM PATIENTS THAT WE OFFER TELEPHONE CONSULTATIONS</b>	<b>1 YEAR</b>	<b>DR MALIK/ MARY SIMPSON (PRACTICE MANAGER)</b>		
<b>2) EMAIL CONTACT WITH PRACTICE</b>	<b>1 YEAR</b>	<b>DR MALIK/MARY SIMPSON</b>		

<b>3) DISABILITY AWARENESS, FOR THE USE OF THE PATIENT CALLING DISPLAY SYSTEM</b>	<b>1 YEAR</b>	<b>DR MALIK/MARY SIMPSON</b>		
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*Consulting on the Action plan with the PRG and seeking PCT agreement where necessary. Payment Component 5*

**20**

**Were there any issues that could not be addressed? - if so please explain**

No

*Consulting on the Action plan with the PRG and seeking PCT agreement where necessary. Payment Component 5*

**21**

Has the PRG agreed implementation of changes and has the PCT been informed (where necessary)

The PRG has agreed the action plan- see 19. Copy of this report will be sent to the PCT.

*Consulting on the Action plan with the PRG and seeking PCT agreement where necessary. Payment Component 5*

## Stage Six

### Publication of Report

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Please describe how this report has been publicized/circulated to your patients and the PRG

Report has been published on our practice website. The report and patient survey results are also available to view in the practice waiting room. Poster also in waiting room. Copies are available to take from our reception. They have also been emailed to all our patient group members.

Below the table shows how we progressed with last year's action plan (2012).

Actions	Progress made	People responsible for implementation	Completion date
1)Review of telephone system	New phone system installed for the entire practice. This now enables a caller queuing	Mary Simpson/ Dr Malik	September 2012

2) Comfort of waiting room	<p>system and new message format. Increased phone lines in and out of the practice. This has improved the percentage of answered calls especially during busy times.</p> <p>The whole waiting room has been fully refurbished. Newly decorated, new floor, new specialized, comfortable patient chairs. All signage updated to a clearer design Two water dispensers and radio present. This has resulted in a brighter, more user friendly environment.</p>	Mary Simpson/ Dr Malik	July 2012
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*Additional statement to support report publication. Payment component 6*

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**Additional Information**

**Opening Times**

**Confirm Practice opening hours - explain how patients can access services during core hours?**

Monday to Friday- 8.30am to 6.30pm. (Extended hours –see below). Patients can access services by ringing the practice, appointments/repeat prescriptions can be arranged via the internet, or by attending reception in person.

Additional statement to support report publication. **Payment component 6**

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Where the practice offers extended opening hours please confirm the times that patients can see individual health care professionals?

Monday 7-8am, 6.30-7.30pm  
Tuesday 7-8am.

Additional statement to support report publication. **Payment component 6**

Number of PRG meetings which have taken place since 1st April 2012	12
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Office Use:	Section attained in											
DES Component												
One	1		2		3		4					
Two	5		6									
Three	7		8		9		10		11			
	12											
Four	13		14		15		16		17			
Five	18		19		20		21					
Six	22		23		24							