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Beeston Village Surgery Patient Participation Report 2013/2014

The practice established a Patient Participation Group (PPG) in 2011/2012. This comprises of registered patients and we use our best endeavours to ensure the PPG is representative.

The demographics of the practice population are detailed below.

Beeston Village Surgery – Practice Population

Age Range	Male	Female	Total
0 - 65	2207	2201	4408
66 - 75	114	118	232
76+	90	120	210
Total	2411	2439	4850

The practice remains proactive in promoting the PPG to the practice population. Notices in English and Polish (due to the large Polish number of registered patients) have been and continue to be displayed as detailed below:-

- On practice notice boards
- On the patient information screen
- Within the local pharmacies most commonly used by patients when requesting/collecting repeat medication
- Practice website (in English and Polish)
- Leaflets passed to patients by front reception desk
- Beeston Library

The key aspects of the PRG is to meet at least quarterly, canvass patient views via a survey, agree an action plan prior to the publication of the survey results on the practice website.

The PPG is currently made up of 7 members of the practice population with one new member joining the Group in Spring 2013.

Member Profile:

- x 4 male: includes 3 patients in the 0 – 65 age group which also includes one patient of African ethnicity and one patient in the 66 – 75 age group
- x 3 female: includes 1 patient in the 0-65 age group who also has a disability, one patient in the 66 – 75 age group and one patient African ethnicity.

The PPG clinical representative for the practice is Dr Berridge and the non clinical representative is Kathy Harrison, Practice Manager.

Any members who are unable to attend are kept fully updated of each meeting with agendas and minutes via email.

This is an alternative method of delivery to meet the needs of much of the practice population.

The practice is happy for new members to come forward at any time.

Meetings

The meeting style is fully inclusive and everyone's views are welcome. Members of the Group fed back that they understood this.

As agreed at the last meeting held in 2012/2013 the previous format used for the survey was too long and contained questions that were not particularly relevant to the practice.

A sample questionnaire based on one used by the General Medical Council (GMC) was circulated at our first meeting in 2013/2014.

The PPG agreed to use this survey model using generic questions regarding the practice (keeping the questions relating to the agreed action points) with an additional 3 questions agreed by the PPG.

The 3 additional questions to be included in the survey aimed at helping the practice further improve services within the practice were:-

1. Is there a treatment/service currently unavailable that you would like the practice to provide? Please state
2. Are you aware our Clinical Nurse Specialist is qualified to treat all minor illness in children and adults?
3. Extended hours. The surgery is now open from 7am to 6pm on a Monday and Thursday. Has this benefitted/will benefit you? If so how? Please state.

Collate patient views through local practice survey and inform PPG of the findings

The practice survey ran over a 3 week period in December 2013.

The Doctors, Clinical Nurse Specialist, Practice Nurse, Clinical Support Worker and staff at the front reception desk were all involved in this process and provided patients with ample opportunity to complete the survey to obtain their views on the selected issues.

The anonymised completed surveys were placed in a tray for collation upon completion of the survey.

The results were collated by our practice secretary. The method used was completion of an Excel spreadsheet with formulary to collate the results.

Provide PPG with opportunity to comment and discuss findings of local practice survey. Reach agreement with PPG of changes in provision and matter of delivery of services

The results of the survey together with the collated findings were circulated by email to the PPG prior to a meeting held on Tuesday 28th January 2014 to discuss the results.

The Group were pleased to acknowledge an overall good result from the survey.

In particular, the results "How good were our reception staff at offering privacy when needed gave results of 60% very good, 20% good and 10% satisfactory. This formed Action 1 of the 2012/2013 action plan.

2012/2013 Agreed Actions

The Group were also pleased to note an increase in the number of patients who were aware that the Clinical Nurse Specialist was qualified to treat minor illness in children and adults. This formed Action 2 of the 2012/2013 action plan.

2013/2014 Survey

Following discussions, the PPG identified areas of improvement and the following action points were agreed:-

Action 1:

How good were our Reception staff at each of the following:-

- **Being polite**
- **Making you feel at ease**
- **Offering privacy when needed**
- **Listening to you**
- **Dealing with you in a timely and efficient manner**

Despite the overall good result it was agreed to continue to ongoing training regarding confidentiality and promote the use of the interview room for all patients wanting a discussion with the receptionist and to continue training to develop and maintain soft skills of communication / behaviour within the team when dealing with the public.

Action 2:

Incorporate details of the Complaints Procedure into the practice website.

Action 3:

With regard to Q12 **25%** of patients who completed the survey stated" there was a treatment/service currently unavailable that they would like the practice to provide". PPG would like the practice to look at this in more detail.

Agree with PPG an action plan setting out priorities and proposals arising out of the local practice survey.

The following action plan was agreed within the PRG from priorities and previously discussed:-

Summary of Action Plan

Action 1

Continue ongoing staff training regarding confidentiality and promote the use of the interview room for the benefit of our patients on all suitable occasions. Consolidate training to develop improved communication within the team when dealing with the public.

Action 2

Update the practice website with details of the practice Complaints procedure and provide an online copy of the practice Complaints procedure.

Action 3

It was agreed to look at this point in more detail to identify what treatment/service is suggested.

Publicise the local Patient Participation Report on the practice website and update the report with subsequent achievement

The PRG report and survey findings are published on our practice website www.beestonvillagesurgery.co.uk.

Beeston Village Surgery is open Monday and Wednesday 7am to 6pm, Tuesday, Thursday and Friday 8am – 6pm.

Our services can be accessed via telephone, in person at the surgery, safe haven fax or through our generic email address of info.bvs@nhs.net.

The practice now provides online appointment booking and online repeat prescription requests through the practice website.

Out of Hours care is currently provided by the Yorkshire Ambulance Service and Local Care Direct. The contact number is **111**. This is a free phone number from mobile and landlines.