

PATIENT REPRESENTATIVE GROUP REPORT – MARCH 2014**PATIENT REPRESENTATIVE GROUP****WHAT IS THE PATIENT REPRESENTATIVE GROUP (PRG)?**

Give a brief history of the group – when it was formed, what is its purpose

The patient representative group (PRG) at City Health Centre was setup in 2010 to have patient's views about the services we offer at City Health Centre and to get their advise on areas of improvements in the quality of the service that practice offers to the patients. The group comprises from different age group, ethnic background and sex.

The reviews are done on quarterly basis.

PRG AND PRACTICE PROFILE

Give a description of the profile and then show a breakdown of it

Details for your practice population profile should be available through your practice system. Please note if ethnicity totals do not add up to 100% then please show the remaining % in the 'not stated' box

Demonstrating how a Patient Reference Group is Representative				
Practice Population Profile		PRG Profile		Difference
Age				
% Under 16	23.41%	% Under 16	0.29%	23.12%
% 17-24	10.22%	% 17-24	0.00%	10.22%
% 25-34	18.70%	% 25-34	1.23%	17.47%
% 35-44	14.86%	% 35-44	1.74%	13.12%
% 45-54	11.88%	% 45-54	1.01%	10.87%
% 55-64	9.64%	% 55-64	0.00%	9.64%
% 65-74	6.16%	% 65-74	0.43%	5.73%
% 75-84	4.06%	% 75-84	0.00%	4.06%
% 85 and Over	1.09%	% 85 and Over	0.00%	1.09%

Ethnicity			
White	White		
% British Group 2.54%	% British Group 0.14%		2.40%
% Irish 0.14%	% Irish 0.00%		0.14%
Mixed	Mixed		
% White & Black Caribbean 0.22%	% White & Black Caribbean 0.00%		0.22%
% White & Black African 0.51%	% White & Black African 0.00%		0.51%
% White & Asian 0.00%	% White & Asian 0.00%		0.00%
Asian or Asian British	Asian or Asian British		
% Indian 62.39%	% Indian 2.26%		60.13%
% Pakistani 22.32%	% Pakistani 2.01%		20.31%
% Bangladeshi 0.43%	% Bangladeshi 0.00%		0.43%
Black or Black British	Black or Black British		
% Caribbean 1.16%	% Caribbean 0.22%		0.94%
% African 5.36%	% African 0.00%		5.36%
Chinese or other ethnic group	Chinese or other ethnic group		
% Chinese 0.14%	% Chinese 0.00%		0.14%
& any other 5.51%	& any other 0.00%		5.51%
Not Stated % 0.00%	Not Stated % 0.00%		0.22%
Gender			
% Male 51.38%	% Male 1.96%		49.42%
% Female 48.62%	% Female 2.75%		45.87%

STEPS TO ENSURE GROUP WAS REPRESENTATIVE/REASONS FOR DIFFERENCE IN GROUP AND PRACTICE PROFILE

Every opportunity was given by reception staff to patients when they visited the surgery in person or telephoned for their appointments or to collect their prescriptions or for any other enquiries to join the PPG group. The surveys were given to different age group, different ethnic background group. A total number of 80 patient surveys were given out but received back only 65 from the patients.

A poster was also displayed by the reception staff at waiting area for the PRG invite to make patients aware of the service.

Reason for difference in Group and Practice Profile

Every endeavour was made to attract wider range of representative age/ethnic group.

Due to work commitment, travel distance, education and other social commitments many people were unable to take part in our group. Also offered the alternative timings of the meeting to attract wider group.

PRG FREQUENCY

How often do you hold the meetings? Dates as evidence would be really useful

Quarterly

20th May 2013	<i>Discussed Engagement Portal to be launched on CCG website for the patients access, Use of Urgent Care Centre</i>
18th October 2013	<i>Discussed about winter preparation, Choose well, Start of flu vaccine, Introduction of Shingles Vaccine for the patient aged group 70 and 79</i>
31st January 2014	<i>Discussed about Minor Ailments, GP Flex Clinic, Survey results</i>
28th March 2014	<i>Discussed about Central Care Record, Summary Care Record (National Scheme), Use of NHS healthcare service 111</i>

PRG MEMBERSHIP

Optional name details with consent of members

Chair : Nagma Amir/S Vyas

Secretary : Surinder Khaira

PATIENT SURVEY

AREAS OF PRIORITY & HOW THEY WERE DECIDED

How did you decide which questions to include in the survey?

After having different views from the patients in the PRG meetings and the results of in-house patient survey (National Survey results awaited) wherein we chose 10 questions about Ease of getting care, Waiting time, Reception staff behaviour, facilities, whether they will refer us to their friends and family.

SURVEY PROCESS

How did you carry out the survey? Describe the process

The survey was started from the mid November 2013 to December 2013. The reception staffs were instructed to handover the survey questionnaire to the patients visiting to the surgery for any reason. Total 80 surveys were given away, out of which received 65 surveys duly filled. Those patients having English as their second language were helped by the interpreter.

RESULTS

Headliners for the findings for each question – graphs are normally quite a nice way to represent this. Comparisons with other surveys (if the questions are the same) are really useful. You will also need to include sample size and respondent size.

65 patients responded to the survey and some of the findings are as under:

- ***Attitude of reception staff improved***
- ***By Ease of getting care (opening times, ability to get into be seen) has improved***
- ***Patients were happier with the facilities provided***
- ***Most of the patients surveyed agreed they would be happy to refer us to their family/friends.***
- ***Waiting Time still needs to be improved as this is where most of the patients surveyed found dissatisfaction in this area.***
- ***Patients still are unable to get an appointment on same day***

DISCUSSION ABOUT RESULTS

Explain when and where your results were discussed (this needs to be with your PRG). Link your results to the action plan below

During the PRG meeting on 31st January 2014 we discussed the survey results and what action plan can be taken to improve the services at the practice.

Following actions are to be improved:

- ***Ongoing in-house monitoring of reception staff attitude.***
- ***To reduce the waiting time, the patients need to be encouraged to discuss one problem per appointment and book double appointment if they have more issues. Alternatively to book them at the end of the session to avoid other patients waiting longer.***
- ***To improve the same day appointment patients are signposted to other healthcare provider either in-house or offered alternative provider. Also Telephone Triage Service to the patient to assess.***

ACTION PLAN

Layout an action plan for your surgery based on your PRG meetings and your survey findings. Explain how you agreed the final action plan.

e.g.

<u>Action</u>	<u>Task</u>	<u>Timeline</u>
<i>Reception Staff Attitude</i>	<i>Ongoing in-house monitoring to improve attitude.</i>	<i>Any issued identified are addressed there and then</i>
<i>Reduction in waiting time</i>	<i>To aim for one problem per appointment. Offer double appointment or offer end of session appointment if want patient was more discussion time. Patients arriving late should be offered another appointment.</i>	<i>On going</i>
<i>Improve Same Day Appointment</i>	<i>Patients will be accommodated wherever possible on the same day. If no possible, alternative healthcare provided will be advised.</i>	<i>Being implement and working satisfactory most of the time</i>

ACCESS

OPENING HOURS

List your opening hours

Monday	9:30am to 6:30pm	6:30pm to 7:00pm (Extended Hours)
Tuesday	9:30am to 6:30pm	
Wednesday	9:30am to 4:00pm	
Thursday	9:30am to 6:30pm	
Friday	9:30am to 6:30pm	
Saturday	CLOSED	
Sunday	CLOSED	
Bank Holidays CLOSED		

EXTENDED HOURS

List your extended hours. Useful to put if they require a different booking system or are specialised clinics

Monday 6:30pm to 7:00pm (By Nurse & Doctor)

ACCESS TO SERVICES

Telephone number, address, how to access services (e.g. appointment booking, emergency appointments, out-of-hours)

City Health Centre

449 City Road,

Edgbaston,

Birmingham B17 8LG

Telephone : 0345 245 0784 (For appointment booking/Emergency/Out of hours)

Fax : 0121 434 3931

PUBLICATION OF THE REPORT

*Say where the report can be found. Details of website. Hard copies available in Surgery.
Copies sent to other organisations (dental/opticians/pharmacy/voluntary organisations)*

Report published on Practice website

Copies of the results ICoF website.

Hard copies are available at Surgery. Copies can be obtained on request.