

PATIENT REPRESENTATIVE GROUP REPORT – MARCH 2013**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	22.00%	% Under 16	0.00%	22.00%
% 17-24	12.28%	% 17-24	0.00%	12.28 %
% 25-34	17.74%	% 25-34	0.00%	17.74%
% 35-44	16.11%	% 35-44	0.00%	16.11%
% 45-54	11.00%	% 45-54	2.58%	8.42%
% 55-64	9.65%	% 55-64	0.00%	9.65%
% 65-74	6.17%	% 65-74	2.29%	3.88%
% 75-84	3.62%	% 75-84	3.92%	-0.30%
% 85 and Over	1.42%	% 85 and Over	0.00%	1.42%
Ethnicity				
White		White		

% British Group	2.27%	% British Group	3.13%	-0.86%
% Irish	0.56%	% Irish	0.00%	0.56%
Mixed		Mixed		
% White & Black Caribbean	0.43%	% White & Black Caribbean	0.00%	0.43%
% White & Black African	0.35%	% White & Black African	0.00%	0.35%
% White & Asian	1.28%	% White & Asian	0.00%	1.28%
Asian or Asian British		Asian or Asian British		
% Indian	64.08%	% Indian	0.78%	63.33%
% Pakistani	22.14%	% Pakistani	0.00%	22.14%
% Bangladeshi	0.07%	% Bangladeshi	0.00%	0.07%
Black or Black British		Black or Black British		
% Caribbean	1.84%	% Caribbean	0.00%	1.84%
% African	3.90%	% African	0.00%	3.90%
Chinese or other ethnic group		Chinese or other ethnic group		
% Chinese	0.21%	% Chinese	0.00%	0.21%
& any other	2.65%	& any other	0.00%	2.65%
Not Stated %	0.22%	Not Stated %	0.00%	0.22%
Gender				
% Male	52.45%	% Male	0.75%	51.70%
% Female	47.55%	% Female	0.59%	46.96%

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

Reception staff provided invites to patients as and when they visited the surgery to see the doctor/nurse for their appointments or to collect their prescriptions or for any other enquiries. The surveys were given to different age group, different ethnic background group. A total number of 60 patient surveys were given out but received back only 50 from the patients.

A posted 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

We tried our best efforts to encourage inviting as many as patients we can have in our PRG. The main barrier for patients to join this group was that most of patients work during the hours of the meeting and therefore, they find it difficult to attend. We asked our patients if the evening hours suits them to attend the PRG meeting, but that also could not work out due to their social/family commitments.

PRG FREQUENCY

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

Quarterly

25th June 2012	<i>Discussed referrals winter preparation i.e. sending choose well letters to patients, and commissioning.</i>
2nd October 2012	<i>Discussed about flu season regarding vaccine drop-in session, and about the access and appointment system. And we also discussed the use of antibiotics.</i>
14th January 2012	<i>Discussed about complaints from patients, use of NHS 111, and the proper use of A&E, and use of pharmacy under minor ailment. Result of Patient Survey Discussed.</i>

PRG MEMBERSHIP

Optional name details with consent of members

Chair : Nagma Amir

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 national survey result for the practice, we chose 10 questions from the survey which includes Ease of getting care, Waiting time, Reception staff behaviour, facilities, Appointment availability, if they refer us to their friends and family.

SURVEY PROCESS

How did you carry out the survey? Describe the process

The survey was started from last week of November and up to December 2012. The reception staffs were instructed to handover the survey questionnaire to the patients visiting to the surgery for any reason. Total 60 surveys were given away, out of which received 50 surveys duly filled. Those patients having English as their second language, was helped by the reception staff to understand the survey.

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.

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

Figure 1

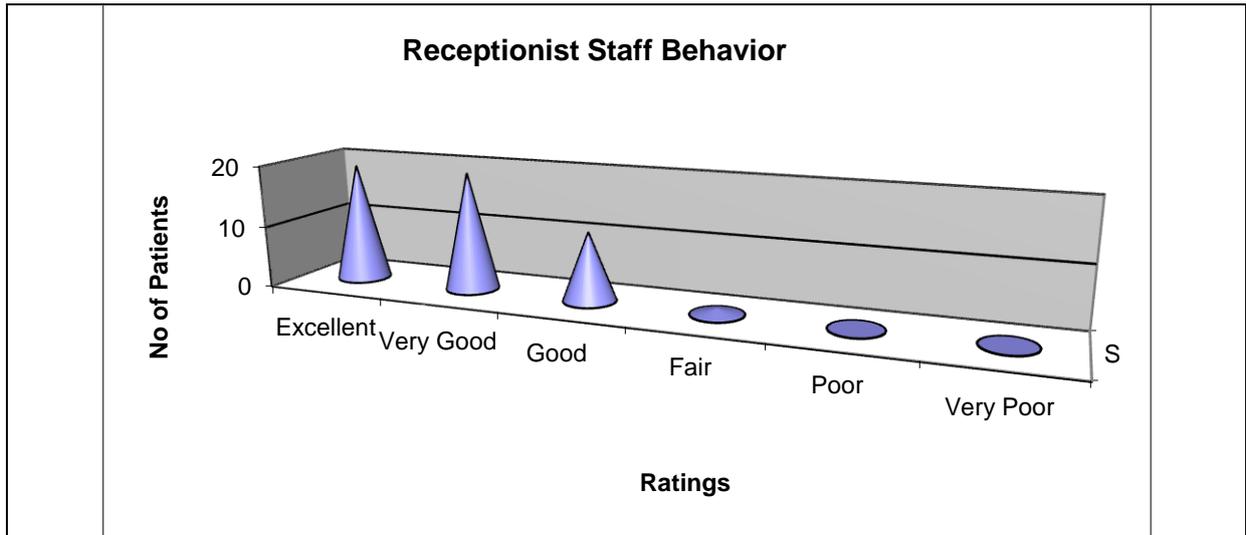
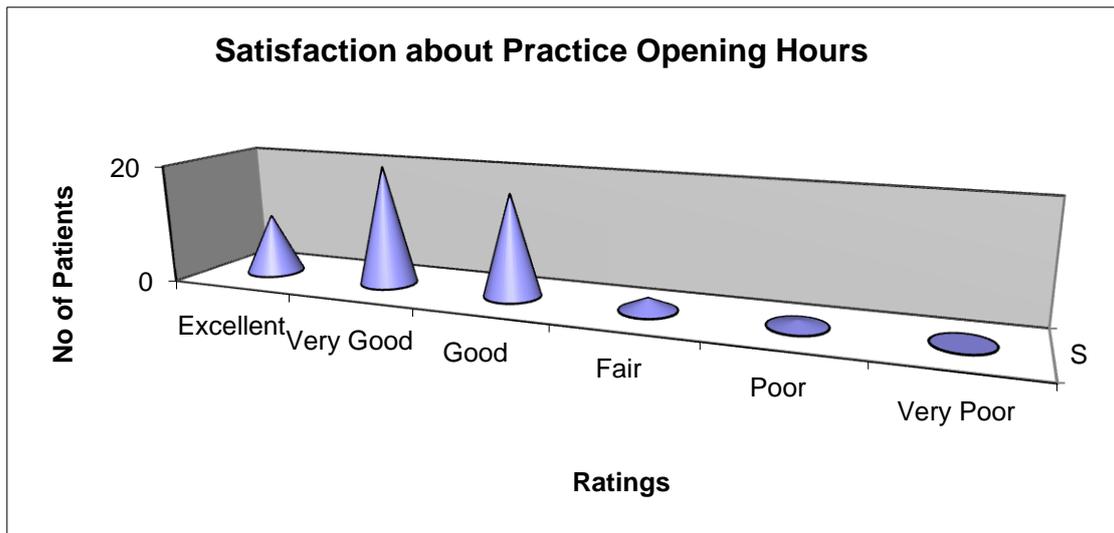


Figure 2



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 14th January 2013 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:

- *Improve the reception staff behaviour from 'Good' to 'Excellent'. Staff had 'Patient Access Training' on 11th March 2013 to help them to improve their performance, understand*

patients needs.

- *Improve practice opening hours from 'Very Good' to 'Excellent'.*
- *Improve appointment availability by having more bookable appointments everyday for doctor/nurse.*
- *Offer 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>Improve the reception staff behaviour from 'Good' to 'Very Good/Excellent'</i>	<i>More in house training to improve reception staff behaviour.</i>	<i>Short and frequent meetings to highlight issues identified by the reception staff.</i>
<i>Improve practice opening hours from 'Good' to 'Very Good'.</i>	<i>To have more extended evening appointments for patients who are in full time employment</i>	<i>Within 6 months</i>
<i>Improve appointment availability.</i>	<i>Educate patients to cancel appointments as early as possible to free-up the appointments if they cannot attend so that the same can be given to the patients who wanted appointment on that day.</i> <i>Staff to triage that the patient is seen by the appropriate clinician.</i>	<i>Already implement and working satisfactory.</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 6:30pm	
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.