

ST JOHNS MEDICAL CENTRE

PATIENTS PARTICIPATION GROUP 2012/13

Introduction:

This is the second year of the Patient Participation Group and Survey. The first year report asked us to increase GP hours which we did by employing a new half time doctor and we increased and we increased the face to face nursing time by 3 hours per week. We experimented with new rotas for reception but this was not totally successful in achieving speedier telephone response times. The practices aim of drawing up a comprehensive Communications Strategy to put to the group has had to be detailed because of the difficulties with the introduction of 3 major new computer systems in the practice. These installations due to take place between June and January have caused significant pressure on the internal workings of the practice which has also been felt by our patients.

The Practice has installed a Comment Box in reception as a small part of a new communication strategy. This has enabled a cross section of patients to have their say and come into the participation group via email contact

It is not with apology therefore that it became clear from patients that that we needed to address the same survey questions in 2012/13 as in 2011/12 to determine how they “our customers” felt about how the changes had affected the services they received.

The Group Profile:

An expansion of involvement this year via email and some face to face:

36 Patients but also over 200 email address for virtual contact.

22 Female 14 Male

Age Range- 18 to 19 = 1

20 to 29 = 5

30 to 39 = 14

40 to 49 = 9

50 to 59 = 3

60 to 69 = 2

70 to 79 = 1

Ethnicity-

White British 13 Black Caribbean 5 British Mixed Race 5

Other White 5 Black African 3 White/ Black 1

Chinese 1 Other 1 Not Stated 1

Representative of the Practice Registered Population:

The Group reflect the broad groupings of our registered patients

Scope of 2012/13 Survey:

As referenced in the introduction, the feed back from patients was that we were still not performing in most of last years areas even though there had been an increase in capacity in some parts of our services. In particular the comments left by patients on the suggestion box made this clear. We therefore needed to judge just were the practice stood in the perception of our patients, hence the re running of the survey for comparison purposes. The main issues continued to be lack of appointments at 8am, speed of telephone answering and increasingly over the year a decline in our front desk and telephone customer service skills.

The Survey 2012/13:

Please see copy of the survey with statistical results (numeric and diagrammatic) else where in this section.

The questions were based on the concerns and issues raised by patients. The survey was available in the practice and information on the web site how to complete

All surveys returned 280 have been analysed independently from the practice.

The Results and Action Plan:

All respondents of the survey including PPG were invited to attend follow up meetings on the 2nd February and /or 3rd March 2013

Results and comments from the survey have been on display in the waiting room. Detailed comments from over 70 surveys form part of this report together with the action plan on each point raised

Our Opening Hours:

CORE HOURS- are from 8.00am to 6.30pm Monday to Friday.

We offer a range of appointments from booking 2 weeks ahead to same day.

It is also possible to book on line (by registering at the practice for this service) as well as via telephone or in person at the practice.

EXTENDED HOURS- are offered as below

Tuesday 7am to 8am Doctor, Nurse and Health Assistant

Thursday 6.30pm to 8.30pm 2 Doctors

Saturday 8.00am to 11.00am Doctor and Nurse

(1ST SATURDAY IN THE MONTH ONLY)

Colin H Stears – Management Partner

March 2013