

Wood End Health Centre

67B Deedmore Road,

Wood End Coventry

CV2 1XA

Patient Participation Group 10.03.2015

Local Patient Participation Report.

Introduction:

In an effort to improve and enhance the service offered by our practice, we have continued to operate a Patient Reference Group Panel over the past 12 months. This has involved the continued development of, and subsequent meetings with, a representative group of patients as well as a patient survey. We have then attempted to action suggestions made by the group in order to improve our patient care.

Having formed a panel group 3 years ago, we have again met on 4 occasions during each calendar year to discuss and plan for areas of concern within the practice. We have then conducted a patient survey and gone back to the panel group to discuss the outcomes of this and take action where necessary.

What follows is a summary of how the group was formed, what it has achieved and how it was run.

Step 1 – ESTABLISHING A PATIENT REFERENCE GROUP

Members of the Group:

The group consisted of Dr. Bryce and Dr Lal-Sarin as co-chair.

Our Practice Manager and clerical staffs were also included.

The patients included were all volunteers to the group, some having been already involved in the previous patient panel set up the surgery.

There were 16 members in total. Unfortunately not all were able to attend all meetings; however all were invited and spoken with.

The age range was between 26 and 80 years old. The mean age was 54.

The panel were predominantly British but also included members from other ethnic backgrounds.

In order to achieve a representative panel, we advertised for the group in various ways.

- 1) A link on the practice website is established inviting patients to join the PRG
- 2) The televised patient information board in our reception advertised the PRG inviting people to attend or express interest via reception.

- 3) All new registered patients were advised about the PRG at registration.
- 4) Partners at the practice also offered involvement to patients during surgery consultations.
- 5) In addition the practice leaflet includes details of the PRG and how to become involved.
- 6) An Advertisement in local magazine

Step 2 – AGREE AREAS OF PRIORITY IN THE PRG

The PRG met on 25.02.15 to discuss what areas they would like to focus on as a group.

- Improving the way the surgery advertises changes that affect the patients
- The use of the Disabled Parking bays
- Smoking at the surgery entrance

Step 3 – COLLATING PATIENT VIEWS BY MEANS OF COMMENT CARDS

Friends and family Test

This would be done via reception at the time of consultation not via the post in order to achieve a better response. The patient details would not be requested and the report was anonymous... Patients will be asked by reception to fill in comment cards after their consultation with the GP.

The comments will then be discussed at each panel meeting.

SUMMARY OF LAST YEAR'S OBJECTIVES

Actions from last year:

- 1) That a pedestrian crossing was needed on Deedmore road. We have spoken to the council; they have said they endeavour to make the roads safer in Woodend as part of their new developments in the area.
- 2) Also online booking -Booking appointments online is now very successful via patientaccess.co.uk.
- 3) Repeat prescription collections- Patients are informed at registration if they would like there prescription to be collected by a pharmacy a consent form is to be signed

SUMMARY AGREED ACTION PLAN FOR CURRENT YEAR 2014/2015

- 1) Disabled parking spaces- Practice manager is to find out who the disabled parking spaces are for i.e. residents or patients as they are being misused.
- 2) To prevent patients from smoking outside the front of the building.
- 3) When there are changes to the surgery i.e. Appointments Changes to advertise it better.

ACTIONS TO BE UNDERTAKEN:

- 1) Estates department have been contacted they have been in touch with the enforcement company to ensure regular checks are to be made to prevent spaces being misused. Practice manager is also looking into having more disabled spaces allocated.
- 2) A message poster has been put up on main entrance asking patients not to smoke near the building. A message on the electronic board in the waiting area has been put onto.
- 3) Appointments Changes and advertising it to patients- we are going to put a note on repeat prescriptions, to advertise in area magazine, posters in the surgery and by contacting local care homes.

Moathouse community centre is situated opposite our surgery have a magazine, notice bulletin and a social media page are happy to work with the surgery to advertise changes and to display new information.

OPENING HOURS OF PRACTICE AND PRACTICE PREMISES.

Doctors Surgery Hours

Monday:	8.15 am – 11.00 am	3.15 pm – 6.00 pm*
Tuesday:	8.15 am – 11.00 am	3.30 pm – 5.30 pm*
Wednesday:	8.15 am – 11.00 am	3.15 pm – 6.00 pm*
Thursday:	8.15 am – 11.00 am	3.30 pm – 5.30 pm*
Friday:	8.15 am – 11.00 am	3.15 pm – 6.00 pm*

*** Pre-booked appointments only (plus emergency appointment slots)**

Nurse Surgery Hours

Monday:	8.30 am – 12.00 noon	1.00 pm – 3.00 pm	3.30pm – 6.00 pm
Tuesday:	8.30 am – 11.00*	1.00 pm – 3.00 pm	3.30pm – 4.30pm
Wednesday:	8.30 am – 12.00 noon	1.00 pm – 3.00 pm	3.30pm – 6.00 pm

Thursday: 8.30 am – 12.00 noon

Friday: 8.30 am – 12.00 noon 1.00 pm – 3.00 pm 3.30pm – 6.00 pm

***walk in for children's vaccinations**

THE RECEPTION IS OPEN 8.15AM TO 6PM EVERY WEEKDAY. WE HAVE TELEPHONE ACCESS AND AVAILABILITY THROUGHOUT THIS TIME.