Patient Participation Directed Enhanced Service report. March 2014 Cape Hill Medical Centre.

1 Representativeness of the Patient Representation Group.

There are currently 23 people on the register of patients who are members of the Patient Representation Group (PRG). The list comprises 6 males and 17 females. The average age is 58 and age range is 33-81. In terms of ethnicity, the breakdown is White British 13; Caribbean 6; Asian 3; Other 1.

The practice demographics are: total practice population 11,395 which includes 5679 males and 5716 females. Ethnic categories include: Asian 26.8%; British 16.1%; African 9.2%; Caribbean 6.7%; Irish 0.55%; Polish 0.51%; Unknown 25.5%.

Steps the practice has taken to make sure that the PRG is representative of the patients in the practice: The PRG is mentioned in practice newsletters on the surgery website and on the waiting room screen. A flyer inviting patients to register their interest in the PRG is also available at reception.

2 Priority issues for the PRG.

○ The priority areas for the patient survey were discussed at the PRG meeting on 12th December 2013. The previous year’s survey was referenced and continued scrutiny of access was requested. Additional questions were suggested regarding satisfaction with the new non-appointment ‘walk-in’ service on Mondays and Tuesday-Friday mornings; numbers of appointments cancelled by the practice; experience of out of hours services; language; carer status; and car parking. As many of the questions as possible were taken to match those from the National GP survey and a final draft was made after feedback from two PRG members with experience of questionnaires.

○ The questionnaire was sent by e-mail to those patients for whom we have current e-mail addresses and paper copies handed out in the reception area in January and February 2014.

3 Discussion of the patient survey.

○ The results of the survey were discussed at the PRG meeting on Thursday 6th March 2014. Compared with the previous year there had been a small improvement in numbers of patients booking online. The questions had changed slightly to conform to the National GP survey.
In 2013 21% of respondents said it had been ‘very easy or easy’ to get through on the phone and in 2014 in this had gone up to 38% in the ‘very easy or fairly easy’ category which is a marked improvement. This still means however that the majority of patients found it ‘not very easy’ or ‘not at all easy’ to get through on the phone. Preference to book appointments online had gone up from 9% to 14% and by phone was down from 68% to 62%. There was a 72% satisfaction with availability of ‘walk-in’ clinics. 17% of patients reported that they had appointments cancelled by the surgery in the past year.

- A suggestion was made for reception staff to keep a log of issues which can make calls long and to ask patients if they can phone back later at a quieter time if there is a problem which is taking some time to resolve.

### 4 Action Plan

- The patient feedback was discussed at a practice meeting on 10th March 2014. It transpired that some doctors had been asking receptionists to phone patients and book follow up appointments instead of delegating this to secretaries who use a different phone line. This has now been actioned.
- Reception staff will ask patients who are having difficulty making a decision about an appointment booking if they can phone back later at a quieter time.
- The practice will again highlight in the newsletter a suggestion to try to avoid if possible phoning at peak times between 8.30 and 9.30 for non urgent appointments.
- The practice will continue to encourage the trend towards more online booking of appointments.
- The practice will continue to offer walk-in sessions every weekday and all day Monday.

### 5 Publication of the report and action plan.

The report and action plan have been published on the practice website: http://www.capehillmedicalcentre.co.uk/surveyreport.aspx?p=M88006

Opening hours of the practice: Core hours are 0830 am – 1830 pm Monday to Friday. Patients can book appointments in person at the reception counter, over the phone or online.

Extended hours are 0715 am – 0830 am Monday to Friday and 0830 am to 1230 pm on one Saturday per month.