Patient Participation Directed Enhanced Service (year 1) report. March 2012 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 7 males and 16 females. The average age is 60.5 and age range is 33-79. In terms of ethnicity, the breakdown is White British 12; Caribbean 6; Asian 3; White and Black Caribbean 1; Other: 1.

The practice demographics are: total practice population 11,385 which includes 5774 males and 5611 females. Ethnic categories reported by patients include: Asian 24%; British 17.5%; Caribbean 4.33%; African 8.8%; not stated 33%; European 1.22%; Irish 0.57%; other 10.42%.

Steps the practice has taken to make sure that the PRG is representative of the patients in the practice: The PRG was highlighted in the practice newsletter published in May 2011. The next newsletter in January 2012 also carried this information and this has been freely available in the reception area and the newsletters are on the practice website. A flyer inviting patients to register their interest in the PRG is also available at reception.

2 Priority issues for the PRG.

- Following the last patient survey of 2011 which highlighted problems of access and long waiting times to see some clinicians, another survey was conducted in the practice in early 2012 reporting on March 14th. Discussion took place within the PRG together with internal practice discussion to determine issues of priority:
  - In addition to repeating the same questions about access in order to gauge improvements, the PRG had previously suggested putting up dividers at the front desk to improve privacy so a question on Privacy was retained. In addition, the PRG and the practice had agreed that booking appointments online and requesting repeat prescriptions online should be activated and that more disabled parking slots should be made available. The practice were also keen to know whether extended hours was a continuing need.
  - Priority areas agreed upon were therefore:
    - Telephone access
    - Preferred options for booking appointments
    - Privacy in the reception area
3 The patient survey 2012.

This was run in the waiting area on several dates between November 2011 and February 2012. Three members of the PRG assisted Sandwell Primary Care Trust with the collection of data. The survey questions were determined according to the priorities outlined above. The sample size was 226 and the results were collated by the PCT and fed back to the practice for discussion with the partners and the PRG.

4 Discussion of the patient survey.

The survey was discussed at the PRG meeting on March 15<sup>th</sup>. Attention was drawn to several of the free standing comments which stated that the tannoy system in the waiting area was sometimes difficult to hear. Patients also commented that they would like to be updated if a particular clinician was running late. Free standing comments were noted about a need to increase seating capacity in the waiting area. Telephone access was noted to have improved since the previous survey of 2011 but was still felt to be unsatisfactory.

5 Action Plan

- An agreement was reached to source a new waiting room screen so that visual messaging can be provided. The practice is arranging a meeting with a market leader of waiting room screens to discuss this.
- The practice will arrange to enlist the help of secretaries to add to the number of people available to answer the phone at peak times.
- With respect to problems perceived getting through on the phone, 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.
- Receptionists are able to offer patients who wish to discuss something in private in a designated room just off the reception area.
• Seating capacity in the waiting area will be increased.

6 Publication of the report and action plan.

The report and action plan have been published on the practice website: http://www.capehillmedicalcentre.co.uk/

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 0714 am – 0830 am Monday to Friday and 0830 am to 1230 pm on one Saturday per month.