



Fountain Medical Centre

Local Patient Participation REPORT

Produced: 9th February 2015

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This is the fourth Patient Reference Group (PRG) report produced – previous ones were produced 8th March 2012, 18th February 2013 and 24th February 2014.

It includes some general information carried over from the last reports together with details collated from the past year.

Information Fountain Medical Centre continues to feedback to our patients:

Results of patient survey	√	Patient Reference Group – General Information, meeting minutes, mission statement and terms of reference document	√	What action we have taken as a result of patient engagement	√
How Fountain Medical Centre continues to feedback to our patients:					
Practice website	√	Quarterly Patient Newsletter	√	Patient Reference Group - Group Meetings and Virtual Panel.	√
PRG Information folder – available to view from reception	√	Posters in the waiting area	√	Dedicated notice board – in the main waiting area (includes A3 size copy of the most recent meeting minutes).	√

Description of the profile of the members of the Patient Reference Group;

The Fountain Medical Centre (FMC) has been running a Patient Reference Group (PRG) consisting of both **Virtual Panel** and **Group** members since October 2011. All are registered as patients at the practice.

Virtual Panel (VP) members

VP members are contacted by Email. Addresses are not shared so confidentiality is maintained at all times. The first contact was made on 20th October 2011 - **40** emails have been sent to date (**12 sent since our last report dated 24th February 2014**).

VP members are contacted prior to each group meeting to ask if they have any ideas or comments they wish to be included. A section of the minutes of each group meeting refers to this.

Following each group meeting they are sent a copy of the minutes and any relevant handouts.

All responses from VP members are logged by the practice for reference purposes.

Profile of Virtual Panel members @ 9th February 2015:

Male/Female	Female X 31	Male X 19	TOTAL 50
Age group	Under 16	X 6	
	17-24	X 0	
	25-34	X 2	
	35-44	X 7	
	45-54	X 7	
	55-64	X 11	
	65-74	X 14	
	75-84	X 3	
	85 and over	X 0	

Group members

Attend quarterly meetings held at the practice. The first meeting was held on 21st November 2011 – **14** meetings have been held to date (*4 held since our last report dated 24th February 2014*).

Initially the group consisted of 20 patients, however due to requests to be removed from the group and some member's regular non-attendance at meetings the group number has now reduced. All group members who left were offered the opportunity to join our Virtual Panel.

We have been actively recruiting for new group members over the past months and continue to do so (one of the group shown below joined as a new member in October 2014 and one transferred from a virtual to group member in February 2015).

The 8 group members are enthusiastic and dedicated to working with our staff to make improvements at the practice.

Profile of group members @ 9th February 2015:

Male/Female	Female X 5	Male X 3	TOTAL 8
Age group	Under 16		
	17-24		
	25-34		
	35-44	X 2	
	45-54	X 1	
	55-64		
	65-74	X 3	
	75-84	X 2	
	85 and over		

We are pleased to advise that one of our group members is also an active member of the Leeds West Commissioning Assurance Group and is happy to feed any relevant information obtained from these meetings back to our PRG members.

Combined profile of Virtual Panel & Group members @ 9th February 2015:

Ethnicity	White British / Irish / Asian / South African / Caribbean
Long term condition	Asthma / CHD / COPD / Diabetes / Mental Health / Coronary Heart Disease
Includes	Young person / Student / Worker / Employee or owner of locally based business / Unemployed / Retired. Newly registered patient / Registered here less than 10 years / registered here more than 10 years. Registered disability / Full time home carer / Child carer / Patient who attends hospital in Leeds / Patient on regular medication.

The agreed Mission Statement for the PRG is:

**Patients, Carers and Staff working together to
develop and improve the practice**

Steps taken by the Fountain Medical Centre to ensure that the Patient Reference Group is representative of its registered patients and where a category of patients is not represented, the steps the FMC took in an attempt to engage that category;

When the PRG was launched the practice actively worked to promote it and encourage a variety of patients to participate. *Full details regarding this are contained in the PRG Report dated 8th March 2012.*

We continue to actively promote the PRG and seek additional members. We are however finding that most patients prefer to be part of our PRG Virtual Panel.

To ensure that all our patient base continue to be given an opportunity to join the PRG the practice promotes it in the following ways:

- A **notice board display** in the main waiting area.
- A **Patient information sheet** – which is displayed in the waiting area and in the Patient Information Folders.
- A section in our **Practice Leaflet**.
- Regular articles in the quarterly **Patient Newsletter** ‘FMC News’.
- Information displayed on the **Practice Website**.
- Verbally by **staff members** when appropriate (we have recruited several members over the past year who have been identified by GPs during consultations).
- **Invitation Forms** are readily available from the reception desk.
- Invitation **posted out to Young People with the annual GP Patient Survey forms**. (5 returned to be virtual panel members in January 2015).

Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey;

All Group and Virtual Panel members are given the opportunity to discuss and agree what should be included in our annual local practice surveys. Page 3 of the meeting minutes dated 9th February 2015 includes discussions relating to the 2015 survey.

The manner in which the FMC sought to obtain the views of its registered patients;

By the circulation of a **local practice survey form**:

Survey Form and distribution details 2015

The survey was carried out between the 12th January and 23rd January (2 weeks).

Our Patient Reference Group members were given the opportunity to amend/approve the content of the survey form and discuss distribution prior to it being carried out. *Some amendments were made to the content of the 2014 survey form.*

The survey form consisted of a double sided A4 size sheet. Large print versions were made available.

It included sections on:

1. Appointments
2. Opening times
3. Patient experience
4. Clinical care
5. Our website and on-line services
6. Any other suggestions for making improvements

Patients were able to feedback anonymously. An optional equality monitoring box was included to assist in identifying that feedback is coming from all different communities in the local area.

Forms were circulated as follows:

- Sent to all PRG Group and Virtual Panel members.
- Posted out to 20 of our housebound patients.
- Sent to local care home managers to be circulated to our patients who reside there.
- Sent to Morley Elderly Action Group for them to circulate to our patients who visited them.

- Posted out to 50 of our young patients (*including an invitation to join our Patient Reference Group*).
- Handed out by the addiction therapists during consultations (Drug & Alcohol).
- Handed out by the midwives who held appointments at the surgery.
- Handed out by Carers Leeds (who hold some appointments at the practice).
- Handed out with every repeat prescription collected from our reception desk.
- Sent to all local pharmacies for them to include in prescriptions they prepared and delivered to our patients.
- A supply given to each GP and our Nurse Practitioner to hand out during consultations.
- Copies placed on our reception counter - by the auto-check in computer and the repeat prescriptions post box.
- Handed out by our receptionists when patients attended at the desk.
- A receptionist was located out in the waiting area at varied times to hand out/assist patients with completing them.
- A message was displayed on the electronic display board in our reception area.
- A message was sent out on the practice twitter.
- A message and form was made available to complete on our practice website.

Posters advertising the survey included the following section:

If you have any further comments at anytime throughout the year Patient Suggestion / Comment / Compliment Forms are permanently available on the leaflet board in the main reception area.

All FMC staff are aware to allow/encourage patients who use the Language Line service to feedback patient experience – at any time not only whilst our annual survey is taking place.

Survey results

313 survey forms were returned and these were collated into individual bar charts for each section of the questions asked and a comments summary sheet.

Details will be:

1. Circulated to and discussed with all practice staff - and others if necessary (e.g. support staff).
2. Presented to and discussed with our Patient Reference Group members in February 2015.
3. Displayed on our practice website and on a notice board in our waiting area.

Details of the ACTION PLAN setting out how the findings or proposals arising out of the local practice survey can be implemented and, if appropriate, reasons why any such findings or proposals should not be implemented;

The plan was discussed with PRG members and updated on 9th February 2015.

Many action points had been completed over the past year and it was felt the group were doing well achieving their objectives.

- Active promotion of the patient on-line services is ongoing.
- Improve content and raise profile of practice website is ongoing.
- Improve telephone access at peak times is ongoing.
- Improve communication between the practice and patients is ongoing.
- Promote and explain new appointment system has been added for this year.

Summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey;

2015 Annual Patient Survey

Overall the survey results were very positive and showed that the vast majority of patients were happy with Appointments, Opening Times, the Surgery and Clinical Care.

The results to highlight are:

- 79% of patients had not registered to use on-line services (this was launched in November 2013).
- 55% of patients had not visited the practice website. Of the ones who had 37% indicated they did not find what they wanted.
- 54% of patients indicated they could not easily get through to the surgery on the telephone.

Details of the action which the practice intend to take as a consequence of discussions with the Patient Reference Group in respect of the results, findings and proposals arising out of the local practice survey; and where it has participated in the Scheme for the year, or any part thereof, ending 31st March 2015, has taken on issues and priorities as set out in the Local Patient Participation Report;

2015 Annual Patient Survey

The practice continues to work together with PRG members to discuss areas where improvements can be made to promote the use of on-line services, enhance the content and promotion of the practice website and improve access to the surgery by telephone.

The Patient Involvement Action Plan has been reviewed and updated on 9th February 2015.

As a result of a comment made on a patient survey form a new bench is to be purchased by the practice and located by the main entrance door for the use of people who are waiting for taxis.

The 'You Said We did' sections shown below indicate actions which have been taken and changes which the practice have made by both working alongside our PRG members and responding to patient suggestion forms received over the past year.

Publication and update of the Local Patient Participation Report.

Access to the PRG information, Patient Involvement Action Plan and Local Patient Participation Report is available either by viewing at the practice or by visiting our website (www.fountainmedical.co.uk – in Patient Information / Patient Reference Group).

Patients continue to be kept updated on what is happening via our Website, quarterly Patient Newsletters (on display in our waiting areas and on our website) and a dedicated PRG notice board in the waiting area.

Samples from our patient newsletter articles

Here is some of the action we have taken working with the PRG over the past year:

Spring 2014 edition:

We asked: Our PRG to help us test the new Patient Access System before it was fully launched. They were also asked for their ideas on how best we could promote this.

PRG did: Test out the system and gave us suggestions regarding communicating this to patients. *Please see over the page for further information.*

We asked: Our PRG how we could best get the message across to patients regarding the importance of Bowel Screening?

PRG did: Gave their ideas. *Separate article in the newsletter covered these.*

We did: Ask our PRG to review the content of our Annual Patient Survey form before it was circulated in January / February.

PRG did: Gave their ideas and approved the content.

We did: Ask the group to review the PRG Terms of Reference document, Patient Involvement Action Plan, Local Patient Participation Annual Report and the results of the GP Practice Patient Survey 2014.

PRG did: Discuss the above mentioned items. Details are documented in the 24th February meeting minutes which together with the survey results are displayed in our waiting area and on our website.

We asked: For a volunteer from our *group meetings* who would be happy to speak about our PRG activities when the Care Quality Commission visits to inspect the practice.

PRG did: Four members were happy to be approached. *A guide for working together booklet 'The Care Quality Commission & Patient Reference Groups'* is available for reference.

Summer 2014 edition:

We did: Ask the group to review and comment on the results of the January 2014 GP Practice Patient Survey.

PRG did: Their comments are included in the PRG meeting minutes dated 24th February.

We did: Ask the group for their thoughts regarding a new Patient Information Sheet we were thinking of introducing. The 'what you can do to help the practice provide you and your family with a better service' A4 size, double sided sheet includes bullet points and key messages we wish to share with patients.

PRG did: Made some suggestions to add to the sheet. These are now out on display.

We have: Worked with the PRG to create a new information folder for our younger patients.

PRG did: Assist us with introducing this. The folder is now permanently out on display by the young people's leaflet board in our waiting area. It contains information we feel will be of interest to our 11 to 19 year old patients.

We have also added a section for Young People in the Patient Information section of our website. This contains our Patient Charter and Confidentiality Statement along with links to many useful websites.

Winter 2014 edition:

We did: Discuss some issues regarding our car park being used as a 'cut through' by cars.

PRG did: Came up with suggestions on how we could make improvements.

We did: Discuss the future of the PRG group & virtual panel members.

PRG did: Agree that a recruitment drive for new GROUP members would take place.

This includes attending quarterly meetings at the practice - anyone interested please let us know (forms to join are available from reception or can be downloaded from our website).

Spring 2015 edition: (prepared ready to be circulated from 1st March 2015)

PRG did: Suggest that we display information for students in Leeds.

We did: Produce a hand-out which is available from our waiting area or website. It includes where to find lots of useful information and also an invitation to join our PRG as we are always looking for representation from all groups of patients.

We did: Advise our members that we were looking at energy efficiency in the practice.

PRG did: Supplied lots of useful advice for our staff to consider putting in place. We now have 'energy champion' members of staff and good housekeeping guidelines in place.

PRG did: Raise the issue of our car park being used as a 'rat run' by drivers.

We did: Worked with members on suggestions to deal with this. See the separate article in this newsletter for further information.

PRG did: Suggest that we cover child & teenage cancers in our waiting room displays and newsletter.

We did: Ensure that information is now on permanent display in our waiting area cancer carousel unit and have included an article in this newsletter.

We did: Ask our PRG to review the content of our GP Practice Annual Patient Survey form before it was circulated in January. **PRG did:** Gave their ideas and approved the form.

We did: Ask the group to review the PRG Terms of Reference document, Patient Involvement Action Plan, Local Patient Participation Annual Report and the results of the GP Practice Patient Survey 2015.

PRG did: Discuss the above mentioned items. Details are documented in their 9th February meeting minutes which together with the survey results are displayed in our waiting area and on our website.

The opening hours of the practice premises and the method of obtaining access to services throughout the core hours; and where the FMC has entered into arrangements under an extended hours access scheme, the times at which individual health care professionals are accessible to registered patients;

Our current opening times are:

Mon	Tues	Wed	Thurs	Fri	Sat	Sun
7am - 7pm	7am - 7pm	7am - 7pm	7am - 7pm	7am - 7pm	closed	closed

Doctors are available from 7am to 7pm Nurses are available from 8am to 6pm.

Appointments

All clinics are by appointment only.

We offer a variety of same day and pre-bookable appointments. We also provide same day telephone consultations.

Appointments can be made on-line, at the reception desk or by telephoning 0113 2951600.

There is also ‘a requirement that the FMC consider whether any amendments are necessary to any of its published information relating to the services provided by them as a consequence of the implementation of any changes following a finding or proposal arising out of the Local Practice Survey;’

Amendments are constantly being made to our published information as changes take place (i.e. Practice leaflet, Patient posters, information sheets and folders on display in the waiting areas and on our website).

As ideas come out of the Action Plan discussions with PRG members during the following year we will consider/action these at that time.

This report has been circulated to and approved by our Patient Reference Group members prior to submission