



Local Patient Participation REPORT

Produced: 18th February 2013

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This is the second Patient Reference Group report produced – the first was produced 8th March 2012.

It includes some general information carried over from the last report 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 you 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 - 18 emails have been sent to date.

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 meeting refers to this.

Following each 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 @ 11th February 2013:

Male/Female	Female X 28	Male X 17	TOTAL 45
Age group	Under 16	X 1	(+ 3 new to add following 2013 patient survey – 2 female & 1 male)
	17-24	X 1	
	25-34	X 2	
	35-44	X 6	
	45-54	X 6	
	55-64	X 11	
	65-74	X 15	
	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 - 6 meetings have been held to date.

Initially the group consisted of 20 patients, however due to two 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. The remaining 10 group members continue to be enthusiastic and dedicated to working with our staff to make improvements at the practice.

Profile of group members @ 11th February 2013:

Male/Female	Female X 6	Male X 4	TOTAL 10
Age group	Under 16		
	17-24		
	25-34		
	35-44		
	45-54	X 3	
	55-64	X 2	
	65-74	X 2	
	75-84	X 2	
	85 and over	X 1	

We are pleased to advise that one of our group members has also joined The Leeds West Commissioning Assurance Group and will be happy to feed any relevant information obtained from these meetings back to our PRG members.

Combined profile of Virtual Panel & Group members @ 11th February 2013:

Ethnicity	White British / Irish / Asian / South African / Caribbean
Long term condition	Asthma / CHD / COPD / Diabetes / Mental Health / Coronary Heart Disease
Includes	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.*

At the PRG meeting held on 11th February 2013 (documented on page 3 of the meeting minutes) it was agreed that the practice would look to recruit another 6 patients to join the *group* meetings. Recruitment will focus on patients 44 years old and under as this age group are not presently represented at the meetings.

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 **Patient Newsletter** ‘FMC News’.
- Information displayed on the **Practice Website**.
- Verbally by **staff members** when appropriate.
- **Invitation Forms** are readily available from the reception desk.

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 were given the opportunity to discuss and agree what should be included in both the *2012 and 2013* local practice surveys.

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 2013

The survey was carried out between the 24th January and 7th February (2½ weeks).

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.

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. Our surgery
4. Clinical care
5. Our website
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.
- Handed out by the addiction therapists during consultations.
- Handed out by the midwives who held appointments at the surgery.
- 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.
- 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.
- Message displayed on the electronic display board in our reception area.

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

107 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:

1. Were circulated to and discussed with all practice staff - and others if necessary (e.g. Lloyds Pharmacy).
2. Were presented to and discussed with our Patient Reference Group members in February.
- 3. Are displayed on our practice website (www.fountainmedical.co.uk) 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;

2012 Annual Patient Survey Results

Overall the results of the survey indicated that our patients were happy with the existing appointment system, opening times, quality of the surgery building and the service provided by our staff.
The main area which arose to look at was to **improve the content and functionality of the practice website and to raise the profile of the website with practice members.**

2013 Annual Patient Survey Results

Were discussed with PRG members in February and it was agreed that no changes were required to the content of the 2012 plan.

A note will be added to the document 'Reviewed February 2013 – no changes made to the objectives'.

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

2013 Annual Patient Survey

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

The results indicated that 70% of patients HAD NOT visited the practice website.

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 2012, has taken on issues and priorities as set out in the Local Patient Participation Report;

2013 Annual Patient Survey

The practice continues to work together with PRG members to discuss areas where improvements can be made to the content and promotion of the practice website.

This is a large project so the meeting held on 3rd December 2012 was dedicated to a cloud bursting session to collate ideas. *These are contained in the meeting minutes.*

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.

Patients continue 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 already taken working with the PRG:

Winter 2011 edition:

We did: ask the PRG to approve a 'PRG terms of reference document' and PRG 'Mission Statement' which we felt was important so that clear guidelines were in place for the group to function properly.

You did: these are both now in place and available for all patients to view.

We did: ask the PRG to make comments regarding a draft copy of a new annual GP Practice Patient Survey form.

You did: they came back with lots of good suggestions which we are incorporating where possible.

You said: "include your website address on all copies of the patient newsletter".

We did: Include it at the bottom of this page and it will now appear on all future editions.

You said: “Please advise patients what closure for TARGET means”

We did: we have included an article in this newsletter and will also include details in the *Patient Information Folders* located in our waiting areas.

Spring 2012 edition:

We did: Circulate copies of our new annual ‘GP Practice Patient Survey form’ in February - to a varied selection of patients plus handed out at the practice reception desk. The results were then collated ready for discussion at the group meeting.

PRG did: Discussed the results and things they felt they could look at improving over the coming meetings. An Action Plan is now being prepared which we will tell you more about shortly.

You said:

1. Could we have a chair opposite the reception desk for people to use who have difficulty standing.
2. Could you put some chairs in the entrance lobby area for people who need to sit down whilst waiting for the surgery to open on Wednesday lunchtime?

We did: Two chairs are now in place opposite the reception desk and these will be placed out in the lobby area every Wednesday lunchtime between 12.30pm and 1.30pm.

Summer 2012 edition:

Since our last newsletter practice staff have worked with PRG members to produce a **Patient Involvement Action Plan**. This, together with the PRG annual report and updates regarding the groups activities are available for all patients to view on our website (in the Patient Information / Patient Ref Group section) and on a display board in our waiting area. We will also continue to keep you updated in future editions of FMC News.

An updated copy of our **Patient Information Sheet** is now on display in the waiting areas and in the ‘Patient Information / Useful Information’ section of our website. The sheet includes information relating to: our Patient Charter, Patient Communication, the Leeds West Commissioning Group, Patient Reference Group, Young People, A&E, Minor Illness and our replies to a selection of patient comments which you may find of interest.

Autumn 2012 edition:

We said: Dr Ledger is reducing the number of appointments he has available from July – how should we promote this to patients?

PRG members said: Produce a patient information sheet advising why this is happening and include details of all GPs and their clinical specialities. **A special edition patient newsletter has now been produced and is available from our waiting area or website.**

You said: You had noticed that people were using our car park in the afternoons to wait and collect schoolchildren which was taking up valuable parking spaces.

We did: Discuss this with the PRG members in June. **We have included an article in this newsletter and will place new signage in the car park.**

You said: Promote your Minor Illness Clinics more.

We did: Notices are in place around the practice and **we have included an article in this newsletter.** We will be looking at including more information on our website shortly.

You said: It would be helpful to display out of hours contact number etc OUTSIDE of the building.

We did: **These are now in place on the notice board outside the main entrance.**

Winter 2012 edition:

PRG said: We would like to provide patients with some information on Complimentary Medicines.

Together we: produced a patient information sheet which is now on display on our website and in our waiting area.

You said: Please could we have an adjustable height chair in the Health Check Area.

We did: One is now in place.

We said: As a practice we have made some savings which can be used for improvements at the practice. Have you any suggestions on how this may be spent?

PRG did: Make some suggestions for consideration by the Partners – we will keep you updated once decisions have been made.

Spring 2013 edition:

PRG members said: Could we have clearer information regarding what services are offered by our local Minor Injuries Unit.

We did: A new Patient Information Sheet is now in place for the St George's Centre. Details are available on our website or from our reception desk.

PRG members said: Could we have a clock in the first floor waiting area?

We did: One will be in place shortly.

PRG members said: Could ALL visitor toilets in the building (not just the disabled one) be fitted with emergency pull cords?

We did: These will be fitted shortly.

We did: Ask the group to review the content of our annual patient survey form.

PRG members did: Review and agree the content prior to it being circulated in January.

PRG member said: Could you display a notice on the entrance door when you are closed for TARGET advising patients what to do if they require an emergency prescription.

We did: Produce a notice which now goes on display when we are closed.

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 2013.

PRG members did: Discuss the above mentioned items. Details are documented in the 11th February PRG 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;

Opening times

Our current opening times are:

Mon	Tues	Wed	Thurs	Fri	Sat	Sun
7am - 8pm	8am – 6.30pm	8am – 6.30pm*	8am – 6.30pm*	8am - 6pm	closed	closed

*We normally open on a Wednesday *or* Thursday each week from 7am to 8pm.

Doctors are available from 8am to 6pm (from 7am to 8pm on early/late opening days).

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 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;'

At the present time no amendments are necessary. However if ideas coming out of the action plan discussions with PRG members during the following year require any amendments to be made we will consider/action these at that time.