

WASU MEDICAL CENTRE

PATIENT PARTICIPATION REPORT WITH ACTION PLAN

Stage one: Validation that the patient group is representative

PRACTICE POPULATION PROFILE										
<p>Current practice list size is 3639 as at 31st March 2012.</p> <p>This list comprises 1881 males and 1758 females.</p> <p>Age Profile:</p> <table><tr><td>0- 5</td><td>271</td></tr><tr><td>16-64</td><td>2484</td></tr><tr><td>65-74</td><td>192</td></tr><tr><td>75-90</td><td>179</td></tr><tr><td>90+</td><td>4</td></tr></table> <p>We have different ethnic groups registered with our practice, majority of the practice population is Asian with Tamil speaking language.</p>	0- 5	271	16-64	2484	65-74	192	75-90	179	90+	4
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PRG PROFILE										
<p>We established the PRG in 2007. We have tried to keep the group profile same as practice profile. However, as we only had 4 patients who were ready to be part of this group, we had no choice. We have taken all the 4 patients into our participation group. We meet up on a quarterly basis.</p> <p>Total Group members 6, Asians 3, white British 1, 1 male 3 females.</p>										
DIFFERENCES BETWEEN THE PRACTICE POPULATION AND MEMBERS OF THE PRG										
<p>As mentioned above the practice actively encouraged all patients (different age groups/ethnic groups/gender/etc) to join the PPG.</p> <p>We had given the "expression of interest" forms to everyone during the period, also advertised on the notice board in the waiting room, however a few expression of interest was received.</p>										

Stage two: Validation the survey and action plan through the Patient Participation Report

SURVEY
<p>Practice Manager Harmander Wasu and Assistant Manager Kiran Nagpal met at the last meeting on 24/1/2012. The survey results were discussed. The main issue with the patients survey was the 0844 telephone number, reception staff, difficulties in obtaining appointments.</p>
<p>Have you any difficulty in getting through to the surgery via telephone? Are you able to have an appointment on the day requested?</p>

Are you able to see the practitioner within 48hrs?
How do you find the staff when dealing with your request?

We have distributed 75 survey forms randomly to patients who had appointments to see the doctors nurses or any other clinicians. These forms were completed after the patients had seen the doctor or nurse, completed form was sealed in the envelope and put in the box provided.

The survey results overall have been very satisfactory. Every effort has been made to overcome the issues of concern pointed out in the meetings. The telephone number was always brought up in the meetings hence the phone 0844 has been abolished with a 0208 number. This enables them to get through to the reception quicker than before as there is no waiting time in the que.

ACTION PLAN

The results of the survey ere emailed to all members of the PPG group and feed back was requested.

The group was very pleased with the new phone number.
Lack of appointments is very difficult area with one full time and a part time doctor, so after the clinics are fully booked, then on they are taken on priority basis. The staff are fully trained to take phone calls and greet patients.

It was discussed that the staff work under intense pressure and demand from patients and unavailability of appointments should not increase this stress.

There have been none contractual considerations to the agreed actions.

Abolish 0844 number action taken by practice manager , completed February 2012, ongoing to be reviewed annually.

Lack of appointments made more appointments available by trial opening on Saturdays, which has been very popular.

LOCAL PATIENT PARTICIPATION REPORT

The report was discussed and agreed with PPG , emailed to them and the survey results were advertised on the practice board waiting area. Also published on the practice website.

<http://www.wasumedicalcentre.co.uk>

OPENING TIMES

Monday –	08:30 – 19:30 (18:30 – 19:30 extended hours)
Tuesday	08:30 - 18:30
Wednesday	08:30 - 13:30
Thursday	08:30 - 18:30
Friday	08:30 - 19:30 (18:30 – 19:30 extended hours)

After surgery closed hours telephone advice is available from NHS Direct on 0845 46 47 however should there be any need to seek medical help which cannot wait till the next surgery is open Harmoni can be contacted on 0300-130-3019.