

Local Patient Participation Report

Dr Sarin & Partners

Mrs Sue Bryan (Practice manager and Chair)

Mr Rajeev Sarin (Business manager)

Mr Borthwick

Mr Dobbin

Mr Bailey

Mrs Bailey

Mrs Moss

Mrs Wilson

Mr Wilson

Members of our team requested only their names to be printed in the report

Dr Sarin & Partners is based over two sites, Meir Park and Meir Primary Care Centre. When originally forming our PPG we looked at our practice population and aimed to make it entirely representative of our registered patients however found that this was not a straightforward task. Posters and leaflets had been placed in the waiting and common areas of the building which explained what the PPG is and the merits of being a part of the group. We looked at the demographics of our practice population and found that a high percentage of our patients were either in full time work or in full time education and would possibly not be able to offer the time to participate in the PPG. Most of the members that have kindly come forward are retired from work and therefore are able to give us their time during the day. We are extremely happy with our members however we did note that our PPG was not entirely representative of our overall population, as there are no members below the age of 45. Our PPG has discussed ways of engaging younger members of the practice population and some suggestions have included holding evening meetings as well as considering holding a virtual group meeting on the internet so that people with webcam enabled computers are able to attend and partake within the comfort of their own homes.

At the meeting held on the 12nd March 2012 the group discussed matters which they felt needed attention within the practice. Although many issues were discussed, such as telephone systems, the waiting rooms facility, parking issues and triage; Access to appointments and access to a staff member on the telephone did seem to be topics that all members felt were important issues to

further discuss. After discussing the issues amongst themselves and with the practice managers, the PPG decided that a list of 6 questions should be answered by patients in order to judge satisfaction in relation to access to appointments (including weekends), access on the telephone and services that patients may or may not be aware of. The PPG were very vocal and gave the team some good ideas. The questionnaire is attached for your information. The questions were formulated by the PPG with the help of the admin team who immediately created the survey and gave them to reception teams at both sites with a view to collect and analyse the results and discuss any actions needed with our PPG at our next meeting. The questionnaires were collected and results collated. I attach the results of the survey for your information. As a team we are extremely pleased with the results we have received from the survey. It told us that we were satisfying patients in many areas however more importantly brought to our attention changes that we would need to make to increase satisfaction in these areas. An action plan was created by the management team and this was further discussed with our PPG at the last scheduled meeting.

At the last meeting which was held on the 26th March 2012, the results as well as the action plan was discussed with the PPG. Our action plan centred around improving our telephone system with a view to add a text messaging service for patients in order to remind them about scheduled appointments they may have booked. Our PPG felt this would be a good solution for those that simply forget or Did Not Attend for any other reason. Even though our website advertises all of the services provided by the team, the action plan also outlined how the practice could better advertise services within the building. It was seen by our survey results that a high portion of surveyed patients were unaware of certain services such as triage and specialist clinics that are provided. It was decided by the group that the waiting area was looking tired and that notices were not informative enough and the area was generally no longer useful as a source of information. It was decided in the action plan that new leaflets and posters advertising clinics would be put up in order to inform patients about special clinics such as smoking, diabetes; however since the meeting it was decided that the waiting area will have a full re-decoration with new notice boards being purchased so that all posters and services information is received in a more organised and pleasant way for the patient. It was also noted by the results of the survey that a high portion of patients were unaware of the triage service offered. This was clearly not advertised in the waiting area as mentioned by a member of the PPG and therefore it was discussed that a large notice would be needed in the waiting area as well as leaflets to be provided which outlines the service provided by triage and how it helps prevent taking up non urgent appointment slots with doctors and leaving them available for patients that have more serious issues to be dealt with. At the meeting on the 2nd March parking was discussed and it was noted in the minutes that parking spaces needed to be clearly identified for the sake of allowing more vehicles to be parked at the surgery during peak operating hours. This was discussed further by the management team and a quote has already been received for parking spaces to be marked by a local contractor and a fully signed and marked disabled bay to be created. Even though the practice has an area for disabled people by the side of the premises, it is not clearly marked and therefore could create confusion for patients.

After discussion with the group it was decided that we will need to further discuss the NHS patient partner automated system for the Meir park surgery premises. Presently the Meir primary care centre staff use an IP phone system with headsets which has been seen as being an efficient system as it ensures prompt answering of telephone calls. At our next scheduled meeting we shall ask the PPG to discuss whether an automated system will be effective at the Meir park site or if they feel a head set system like that used at MPCC could be adapted to our present system in order to increase satisfaction in relation to being able to get through quickly on the phone. Please find attached the summary of results from our survey. Please refer to our website for opening hours and extended hours that are provided. The survey results have been posted onto our website www.meirparksurgery.co.uk and notices have been put up within the waiting and common areas of the building showing the summary of results and a copy of the PPG report. Multiple copies of the report are available to any patient requesting a copy at the reception.