



Fountain Medical Centre

Local Patient Participation REPORT

Produced: 24th February 2014

Authors: Practice Patient Reference Group Co-ordinators.



Dr Karen Logan - GP Partner



Karen Jones - Practice Manager



Karen Greenhough - Administrator

This is the third Patient Reference Group (PRG) report produced – previous ones were produced 8th March 2012 & 18th February 2013.

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 - **29** emails have been sent to date (**11 sent since our last report dated 18th February 2013**).

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 @ 24th February 2014:

Male/Female	Female X 16	Male X 10	TOTAL 26
Age group	Under 16	X 1	
	17-24	X 0	
	25-34	X 1	
	35-44	X 2	
	45-54	X 2	
	55-64	X 6	
	65-74	X 12	
	75-84	X 2	
	85 and over	X 0	

Group members

Attend quarterly meetings held at the practice. The first meeting was held on 21st November 2011 – **10** meetings have been held to date (*4 held since our last report dated 18th February 2013*).

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.

The remaining 6 group members continue to be enthusiastic and dedicated to working with our staff to make improvements at the practice.

Profile of group members @ 24th February 2014:

Male/Female	Female X 4	Male X 2	TOTAL 6
Age group	Under 16		
	17-24		
	25-34		
	35-44		
	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 @ 26th February 2014:

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.*

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 **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 are given the opportunity to discuss and agree what should be included in our annual local practice surveys. Page 4 of the meeting minutes dated 9th December 2013 includes discussions relating to the 2014 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 2014

The survey was carried out between the 20th January and 5th February (2½ 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 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 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.
- 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

229 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. Lloyds Pharmacy).
2. Presented to and discussed with our Patient Reference Group members in February.
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;

2014 Annual Patient Survey Results

Were discussed with PRG members in February and it was agreed that some changes were required to the content of the action plan following the survey:

- Access to the practice by telephone at peak times
- Awareness amongst patients of the Patient Access on line services

A further issue was added to the plan as the PRG members are working together with the practice to improve:

- Awareness amongst patients regarding early diagnosis of cancer

The plan was updated on 24th February 2014.

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

2014 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 requiring highlighting are:

- 40% of patients indicated they could not easily get through to the surgery on the telephone.
- 61% of patients had not registered to use on-line services (this was launched in November 2013).

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 2014, has taken on issues and priorities as set out in the Local Patient Participation Report;

2014 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.

The Patient Involvement Action Plan has been reviewed and updated on 24th February 2014 to include sections on access to the practice by telephone and awareness amongst patients of the Patient Access on line services.

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 / patient information / patient reference group / links to related documents](http://www.fountainmedical.co.uk/patient-information/patient-reference-group/links-to-related-documents)).

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 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.

Summer 2013 edition:

PRG members said: Please include an article in the patient newsletter and your practice leaflet regarding time allocated for clinical appointments so patients are aware of what to expect.

We did: One is included in this issue and our practice leaflet is being amended.

PRG members said: It would be useful for patients if folders were on display in the waiting areas containing information on staff members.

We did: Produce one for the PRG members to approve. These folders entitled 'Meet our Team' are now out on display.

Winter 2013 edition:

We said: Dr Ledger gave a presentation/led a discussion with the group regarding *improving rates of early diagnosis of cancer*.

PRG did: The group added their ideas on how we could promote this to our patients. *See the separate section of this newsletter for further information.*

We did: Hand all PRG members a copy of a new booklet produced by the Care Quality Commission 'A guide to working together – the Care Quality Commission and Patient Participation Groups'.

PRG did: The group will read this ready to discuss at the next meeting.

We did: Ask the younger members of our PRG for their ideas aimed at Young Patients.

They did: Make suggestions which the practice are now incorporating into their literature and displays.

We did: Advise the PRG that our Senior GP Partner was retiring in September and asked for their ideas on how we could best communicate this to patients.

They said: Please produce a 'Special Edition' of the Patient Newsletter to include an article about the doctor and information regarding all other GPs at the practice showing their photographs and advising of their specialities.

We did: Produce this and put it out on display in our waiting area and on the website from January.

Spring 2014 edition: (prepared ready to be circulated from 1st March 2014)

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.

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 which we will incorporate in to our action plan. *Please see the article in this newsletter for further information.*

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 (including some amendments).

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.*

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;'

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).

Most recent updates relate to the Patient Access on line services.

As further 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