



Local Patient Participation REPORT

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Information Fountain Medical Centre will 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	√
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How Fountain Medical Centre will 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) runs a Patient Reference Group (PRG) consisting of both **Group** and **Virtual Panel** members. All are registered as patients at the practice.

Group members attend quarterly meetings held at the practice. **Virtual Panel** members are contacted quarterly by Email.

The 'Invitation to join our PRG' forms gave patients the choice to join as a *Group* or *Virtual Panel* member.

All patients who wished to join as *Virtual Panel* members were accepted into this group - presently a total of **45**.

20 patients who expressed an interest in joining the *Group* were selected from the completed invitation forms received. The practice selected a varied group of patients consisting of male & female, different age groups, varied ethnicity, carers, patients with long term conditions and addictions. Patients who were not accepted on to the group due to space limitations were offered the opportunity to join the *Virtual Panel* and/or to stay on a waiting list to join the group should any members drop out.

Profile of our PRG (Virtual Panel & Group) members

Male	31		Asthmatic condition	8
Female	34		COPD condition	1
British	61		CHD condition	5
Irish	2		Diabetic condition	10
African	1		Mental health condition	3
Caribbean	1		Drug addict	1
Under 16 years old	2		Registered disabled – mobility	2
17 – 24 years	1		Student	2
25 – 34 years	4		Retired	2
35 – 44 years	8		Carer	6
45 – 54 years	13			
55 – 64 years	16			
65 – 74 years	16			
75 – 84 years	4			
89 years	1			

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;

To ensure that all patients were given an opportunity to join the PRG the practice advertised it in the following ways:

- A **notice board display** in the main waiting area throughout September/October 2011.
- A **Patient information sheet** – which will be permanently displayed in the waiting area and in the Patient Information Folders.
- A new section included in our **Practice Leaflet**.
- An article in the September edition of the **Patient Newsletter** 'FMC News'.
- Information displayed on the **Practice Website**.
- A message displayed on the **Automated Check In computer** and on the **Electronic Display Board** in the main waiting area.
- **Invitation Forms** to join the PRG were circulated in the following ways:
 - Handed out by GPs and Nurses during consultations.
 - Displayed on the reception desk for receptionists to hand out / patients to help themselves to.
 - Attached to all 'flu clinic invitation letters' sent out (approximately 2500 letters)
 - Handed out by nurses at all New Patient Check appointments over a four week period.
 - Handed out by Health Visitors at baby clinics.

Handed out by addiction therapists during their consultations.

Handed out by District Nurses who visited our housebound patients.

A supply sent to Morley Elderly Action Group for them to display/hand out to our patients who visited them.

Posted out to specific groups to encourage them to join.

The Practice Manager will review the input/attendance of the PRG members on a regular basis to ensure that the group continues to represent a selection of its patient population.

[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 comment on what should be included in a local practice survey.

The practice prepared a draft copy of a survey form which was sent to *all* PRG members for their comments/ideas. A large section of the first *Group* meeting held on 21st November 2011 was allocated to discussing the development of the survey form. Lots of good ideas were given by the members which were incorporated into the final document. This was approved by the members before being circulated.

[The manner in which the FMC sought to obtain the views of its registered patients;](#)

By the circulation of a **local practice survey form** (see section above) throughout January and February 2012.

The survey form included sections on:

1. Appointments
2. Opening times
3. Our surgery
4. Clinical care
5. Our website
6. Any other suggestions for making improvements

The survey form allowed people 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.

Distributed as follows:

- Sent to all PRG Group and Virtual Panel members.
- Posted out to a selection 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.
- Posted out to a selection of our young patients.
- Handed out by the addiction therapists during consultations.
- Handed out with every repeat prescription collected from our reception desk for 1 week.
- Sent to all local pharmacies for them to include in all prescriptions they prepared and delivered to our patients.
- Displayed / handed out at our reception desk over a 5 week period.
- By a receptionist located in the waiting area at varied times to hand out/assist patients in completing them.

Large print versions of the survey form were made available.

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

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.

[Details of the steps taken by the FMC to provide an opportunity for the Patient Reference Group to discuss the contents of the action plan;](#)

Approximately 500 survey forms were distributed. 99 forms were returned.

All the completed survey form results were collated and full details were presented to the PRG members. This was in the form of a results sheet and individual bar chart sheets for each section of the survey questions asked. The group were also fully informed about how the practice had circulated the survey and confirmed they felt this was sufficient to have reached a cross-section of our patient population.

The Group meeting held on 29th February 2012 was dedicated to discussing the survey results which overall were very good.

A discussion took place regarding the results and ideas coming from this assisted the group in developing a Patient Involvement Action Plan.

In addition the group were asked to identify any other specific areas which they felt the PRG should be including in the action plan and looking at in their future meetings.

Once agreed by the PRG these were incorporated into an action plan which was circulated for members to approve before being made available to all patients.

The members were advised that the action plan would be 'organic' and may develop and be amended in the future.

[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;](#)

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.**

[Summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey;](#)

The survey results indicated that over 60% of patients HAD NOT visited the website. Of the ones that had 91% said they found it easy to navigate and 74% had found the information they needed.

[Details of the action which the FMC and, if relevant, the Primary Care Trust, 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;](#)

FMC staff will now work together with PRG members to discuss areas where improvements can be made to the Website.

This will be the main agenda item at the next PRG meeting which is scheduled for the end of May 2012. *Virtual Panel* members will be contacted prior to the meeting to add their comments/ideas.

[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 will be kept updated on what is happening via our Website, quarterly Patient Newsletter and PRG notice board in the reception area.

Samples from our recent patient newsletter articles

Here is some of the action we have already taken working with the PRG:

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.

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

You said: 1. Could we have a chair opposite the reception desk for if a 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 a wednesday lunchtime?

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

[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.