

Stirchley Medical Practice

Patient Participation Reference Group Annual Report

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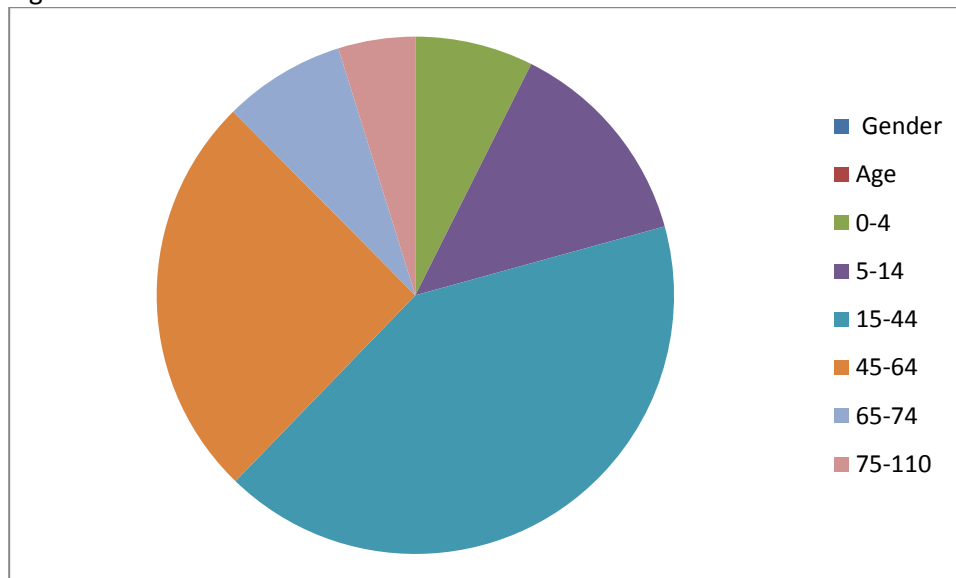
Priorities

Practice Profile

Stirchley Medical Practice was founded by two doctors in 1973 to serve the three Telford New Town estates of Stirchley, Brookside and Randley. We currently have 9 doctors and 7 nurses, 3 nursing assistants supported by 19 administrative staff. We are a training practice and also teach medical students from Keele School of Medicine.

We currently have 13,252 patients, age sex breakdown (fig 1)

Fig.1



88% of the practice population is White British, 12% of the population from other ethnic groups

This year saw the opening of the first Residential home in our catchment area; it currently has 30 residents and has places for 60.

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The Patient Reference Group has 9 patient members and 4 members from the medical practice. Although recruitment has been difficult at times the PRG now represents a cross section of the practice population, the age range is from 39 to 75, includes a carer representative and a representative from an ethnic minority. The PRG still strive to find a representative for the young and working families with small children.

The PRG advertises in the Waiting room, on the visual display in the waiting room, the web site and in the practice booklet.

Many of the PRG achievements from 2011/12 have been repeated in 2013. The PRG carried out the patient survey, helped raise over £400.00 at the flu clinic café, and continued to contribute to the organisation of the waiting room, displays and children's corner.

The flu vaccination campaign had been a great success this year, not only in terms of the money raised for the charity Stay but in terms of the number of patients vaccinated, 80% of patients over the age of 65, 74% of pregnant women and 64 % of the under 65 year olds at risk were all vaccinated.

The PRG annual general meeting took place recently and the minutes are on the web site.

Patient Survey

The patient representatives conducted the survey for us again this year, over 4 mornings. They asked 247 patients to complete a questionnaire.

The positives

75% of patients were either very or fairly satisfied with the practice, the same 75% would recommend the practice.

86% of the patients were very or fairly satisfied with the reception staff and found them very or fairly helpful.

43 % found it fairly easy to get through on the phone and 17% found it very easy

Over 50% of those asked found it easy to speak to a doctor

40% found it easy or fairly easy to talk to a nurse, 29% had not tried to talk to a nurse, and over 50 % found it easy to obtain test results.

The not so positive

7% of the patients surveyed were dissatisfied with the practice and 4% of those would not recommend the practice.

3% of patients did not find the reception staff helpful.

35% did not find it easy to get through on the phone including 15% who found it very difficult. 26 % of those asked found it not very easy to talk to a Doctor.

A small minority knew the practice's opening times.

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Action points

As a result of the patient survey and discussions at the AGM the following action points were agreed:

- The opening times of the surgery need to be advertised so more patients are aware of them. Last year the action point was to offer appointments later in the day, it appears that patients are still not aware of those appointments.
- Although getting through on the phone had improved it was still not acceptable during the first 30 minutes from when the appointment line opens.
- To increase the number of patients who are sent a text to remind them of their appointment.
- To continue the good work trying to make the waiting room a pleasant, safe environment, respecting patient confidentiality.
- Continue to try and recruit a working families representative and a young person
- Maintain the displays in the waiting room
- The practice have made improvements in the last 3 weeks to the telephone system, a further survey in 3 months will take place to see what these improvements have achieved.
- The PRG will carry out an in-depth GP survey in the next 2 months. The results will be published on the web site.
- All questionnaires will be made available on the website. This will increase the number completed and open the questionnaire up to everyone, not just those attending the practice during a survey.
- Make it easier for patients to make contact with the PRG members.
- Promote the suggestion box