

Lawn Medical Centre – Local Patient Participation Report – 2012/2013

This report provides a summary of the activity undertaken by the practice and the Patient Reference Group (PRG) during its second year. It addresses one of the requirements of the Enhanced Service Agreement that the Practice has with the PCT

Formation of the PRG:

- Initially it was decided to form a face to face PRG group. The practice advertised in the waiting room, at the local pharmacy, community centre, hairdresser and shop. Leaflets explaining the group and likely outcomes, were left for patients to read and given to those who showed an interest. As the response though encouraging, was not representative of the practice population, it was decided to open it out to a “virtual group” as well.

Constitution of the PRG:

- In order to attract a wider range of age and ethnic groups, the notices in the waiting room were amended to invite patients to participate in a virtual group, invitations were included in repeat prescriptions, included in new patient packs, receptionists issued personal invitations and emails were sent to patients already using that facility to order repeat prescriptions.
- As there was limited response from people with disabilities and some ethnic groups, searches were done of various ethnic groups and patients between 19 and 29 and personal letters sent to a selection of patients. Several wheelchair users and people with disabilities were approached personally, resulting in recruiting two wheelchair users a blind lady and a young man who is profoundly deaf.
- The group now includes nine patients of other nationalities other than White British, manager of a care home on behalf of those with learning disabilities, residents of a care home for elderly people and some carers. Ages range from 22 -85 years
- Those without email are still included and are contacted by letter or telephone

Patient Survey:

As a result of the survey undertaken in 2011/12 the Patient Participation Group decided to focus on 3 key areas for 2012/13 which had been identified as a priority by patients completing the survey forms.

These were greater use of technology, information and communication and use of the waiting room.

1. Technology

- How patients contacted us
- Awareness of website
- Awareness of e-mail
- On-line booking

2. Information & Communication

- Receipt of information
- Use of website
- Use of e-mail
- Newsletters
- Information of other services

3. Waiting Room

- Use of noticeboards
- Comfort
- Other services

Results of the Survey:

We received 250 questionnaires back from patients who had either completed them in the surgery or returned some that had been posted. The survey was carried out in November of 2012. The results were collated and are available on the practice website along with this report.

They have also been discussed and reviewed by the Patient Participation Group and discussed at the meeting in February 2013. The results confirmed our thoughts that communication with patients needs to be improved, but also that information about where that communication could be found was probably the key starting point.

Linked to this issue was patients being able to contact the surgery via the website or through e-mail. Many were still unaware this could be done, despite information campaigns by the surgery in the past. So this proved to us that these areas were key drivers going forward in improving our links with patients.

Action Plan:

- The group discussed the results and how the practice should proceed and the resultant action plan is included in this report below
- Progress on the action plan will be reported at the next group meeting

LAWN MEDICAL CENTRE PPG ACTION PLAN

ACTION	REQUIREMENTS	ACTIONS	RESPONSIBILITY	TIMESCALES	REVIEW DATE
Completion of a regular Practice Newsletter	Newsletter should include all relevant information relating to issues at the practice and any forthcoming events. The information contained in the Newsletter must be reflected on the practice website as well	Newsletter to be produced by the end of March, website to be updated to reflect same information at the same time	Colin Robson (Practice Manager) & Dianne Lane (Reception Manager)	Quarterly with first publication by the end of March 2013	At next PPG meeting
Amendment and updates of all practice noticeboards	All noticeboards to be reviewed and updated on a monthly basis. All relevant information should reflect the practice Newsletter and website to ensure consistency of message	Noticeboards to be photographed and reviewed for layout and accessibility. Regular updates required to add extra and relevant information	Dianne Lane (Reception Manager) and Mike Bird (PPG Member) along with input and help from other PPG volunteers	Initially to be reviewed by end of April and then monthly to ensure updated relevant information is available	At next PPG meeting
Ensuring greater appointment access for patients	To ensure our patients are able to book appointments at a greater variety of times and further in advance if possible. Also to look at greater	Information relayed to all patients regarding e-requesting of prescriptions and other information. Practice to	Colin Robson (Practice Manager)	E-requesting already happening but message needs to get to more patients through Newsletter, posters and	At next PPG meeting

	access to the practice through use of on-line booking or requesting systems	carry out a test of on-line booking once new IT system is in place later in the year		website. On-line booking dependant on installation of new IT system later in the year	
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Other Practice Information

- The practice is open daily from 8:30AM to 6:00PM. Except on Wednesday when the practice closes at 2:00PM. We also offer a pre-bookable Saturday morning surgery. Full details can be found on our website www.lawnmedicalcentre.co.uk
- Appointments can be made by telephoning the practice on 01793 536515