

Lawn Medical Centre – Local Patient Participation Report – 2011/2012

This report provides a summary of the activity undertaken by the practice and the Patient Reference Group (PRG) since Autumn 2011. 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:

- A letter was sent via email and post asking members to submit suggestions for an Improving Practice Questionnaire, and these were incorporated into a draft questionnaire. The questions were partly based on those run in previous years, as it was felt that these were still relevant, and comparisons could be made with previous results and national benchmarks. Extra questions regarding the practice building were included and space given for comments in each section. This was

then emailed or mailed to each person in the group for comment or adjustment.

- Final questionnaires were emailed or sent by post to the PRG group, and handed to other patients in the surgery, to complete during January 2012. 300 in total were completed.
- The results were collated and a report sent to each group member for review and comment
- Several people offered to meet as a small group to implement changes
- A copy of the survey results are available on our website and also in our waiting room (www.lawnmedicalcentre.co.uk)

Action Plan:

- The group congratulated the practice on excellent results, with improvement on previous surveys, particularly in the key areas of Opening Times and satisfaction with our appointment system.

With regard to the extra questions, we decided on three areas of improvement on which to concentrate, as follows:

- Greater use of technology – there were several ideas forthcoming including ordering prescriptions and booking appointments from the web site. These are 2 areas available within our current clinical system and the positive feedback received from patients has confirmed to the practice the need to press ahead with this development.

Technological advances in the way we contact patients also need to be acted upon, as has been proved by this process. However increasing patient access through their home PC, laptops, tablets or phones is also a key area for the practice to progress particularly with on-line booking

- Information and communication: it was discovered that although many systems are in place, patients are not always aware of them. A small group will discuss ways to improve information sharing; this should include contact through e-mail, text messaging and more traditional methods such as a newsletter or patient notice within the waiting room environment.
- Comfort of the waiting room was highlighted as a further issue and this would form a major part of the next survey for 2012/13.
- Other issues to be considered included parking within the surgery area and opening the practice on Wednesday afternoons, these will also form part of our next survey in more detail

Other Practice Information

- The practice is open daily from 8:30AM to 6:00PM. Except on Wednesday when the practice closes at 1:00PM. 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