

QUEENS MEDICAL CENTRE

PATIENT PARTICIPATION REPORT 2012-13

Queens Medical Centre's Patient Participation Group was formed from a group of patients who volunteered their services. Forms outlining how the Patient Participation Group would function were placed in Reception and patients were asked if they would be interested in participating. Those that were completed a tear off slip giving their name, telephone number, email address and date of birth.

The group comprises a mix of under and over 40's, male and female and includes a disabled representative. Although the practice has a proportion of mixed ethnicity patients none of these volunteered to be part of the Patient Participation Group.

It is hoped that over the next year we will be able to expand the Patient Participation Group and encourage more representation from our patients by advertising the fact that the group is in existence and calling for more volunteers. Reception staff are already asking those patients who have complained if they would like to attend the group, so putting a positive spin on the fact that they could have an input into working up a solution to their complaint.

A patient questionnaire was devised with input from the Patient Participation Group and was issued to practice patients and 200 replies were received. The questions chosen were indicative of the issues the PPG felt were important. Below is a summary of the response rate and comments.

Question	Replies	Response No	Percentage
Privacy at Reception	Yes	130	65%
	No	70	35%
Check in preference	Touchscreen	126	63%
	Receptionist	74	37%
Continuity of Care	Same Dr	103	51.5%
	Any Dr	97	48.5%
Waiting Room Comfort	1	0	0%
	2	2	1%
	3	2	1%
	4	6	3%
	5	21	10.5%
	6	19	9.5%
	7	22	11%
	8	48	24%
	9	24	12%
	10 (1 unacceptable, 10 good)	56	28%
Preference on order prescriptions	On-line	35	17.5%
	Chemist	77	38.5%
	Surgery	80	40%
	Letter/fax	2	1%
	Never had repeat prescription	6	3%

The findings from the questionnaire were discussed at a Practice Meeting, which was attended by the Practice staff on 4th March consisting of Drs, Practice Nurses, Healthcare Assistants, Reception and Admin staff and the Practice Manager. A meeting was held on Friday 15th March with the Patient Participation Group, the Practice Administrator, Practice Manager and Dr Sinclair to discuss the questionnaire responses and to agree an action plan. During the meeting the Patient Participation Group raised further issues that they felt could be tackled and these were added to the action plan, as below.

Comment	Action	By Whom	By When
Carpet needs changing, it looks old	Carpets to be cleaned week beginning 25th March 2013	Cleaners	30.03.13
Television	The installation of a television screen to loop relevant practice and health information will be costed	Practice Manager	31.7.13
Clock	Clocks will be installed in the waiting rooms	Practice Manager	30.4.13
Less posters	A review of what is current will be carried out and a general tidy up	Practice Manager	30.4.13
Telephone System	Hold message will be reviewed and changed	Practice Manager/ Practice Administrator/	31.3.13
Reception Area	Screens are being costed to be installed	Practice Manager	31.7.13
	Leaflet dispenser will be installed in Reception	Practice Manager	30.4.13
Main Entrance	Old smoking sign to be updated and replaced	Practice Manager	30.4.13
	Debris and rubbish to be swept up more regularly	Practice Administrator	Regularly

The action plan will be monitored to ensure that the actions are completed by the deadline's set down.

For 2013-14, it is anticipated that a more in-depth questionnaire will be carried out by using a formal platform of employing the services of a company that specialises in the delivery of Patient Surveys. This will be in conjunction with the input from the Patient Participation Group so their views can be included.