



PATIENT PARTICIPATION REPORT 2013-14

Queens Medical Centre's Patient Participation Group was formed from a group of patients who volunteer their services. Forms and posters outlining how the Patient Participation Group would function were placed in Reception and patients were asked if they would be interested in participating. In addition a section was put on our website explaining about the PPG and asking for patients to participate. Those patients that were interested completed the form which asked them for their name, telephone number, email address and date of birth.

The group comprises of 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 over the coming year to encourage patients to take part in a virtual Patient Participation Group if they feel that they cannot commit to meetings. It has also been agreed with the Patient Participation Group to hold alternate meetings in the evening in the hope that this will enable those patients that work to attend.

The questionnaire and subsequent actions from 2012-13 focused very much on the environment around the practice and as agreed with the Patient Participation Group at that time, it was agreed that the questionnaire would be more in-depth and carried out on a more formal platform by using the services of a company that specialises in the delivery of Patients Surveys. The survey was carried out in late September and 184 replies were received. The questions were rated between Poor, Fair, Good, Very Good and Excellent and were weighted.

Patient demographics were also pulled from the questionnaire and these were as follows:

	Number of Responses
Age	
Under 25	14
25-59	78
60+	84
Blank	8
Gender	
Female	114
Male	63
Blank	7

A Patient Participation Group meeting was held on 14th March 2014 with Dr Sinclair, Reception Manager and Practice Manager in attendance when the survey and results were discussed. The action plan below was put in place and agreed.

Subject	Satisfaction Score	Proposed Action
See Practitioner of Choice	32%	Develop personalised lists for each GP
Telephone Access	40%	More staff to answer phone at peak times
See Practitioner within 48 hrs	44%	Results from new triage system will assist
Speak to Practitioner on phone	52%	New triage system in place
Information of Services	63%	Practice will work with PPG to develop a newsletter thereby ensuring patients are better informed of any changes taking place either nationally or within the Practice
Reception staff	63%	Planned schedule of in-house Customer Care Training
Respect for privacy/ confidentiality	65%	Additional notices to inform patients of privacy room if required

In addition to the action plans arising from the questionnaire, the PPG agreed to develop a rota so one member of the group a month will come into the Practice to talk to Patients and gain valuable feedback from them on their satisfaction with the Practice. This feedback will assist in developing a survey to be carried out in September 2014. It will also enable the Practice to have a clear idea of any issues that need to be resolved more immediately.