

DR R K VATISH & DR R BODAPATI

KIRPAL MEDICAL PRACTICE

REPORT OF PATIENT PARTICIPATION GROUP DES 2012-2013

Representative Patient Reference Group

Our patient representative group at Kirpal Medical Practice was set up in 2009 to understand the views of patients on the service that the Practice offered. The group reviews everything from access to services, to local health needs, and any changes within the Practice. The group comprises of an open membership which encourages involvement and attendance from all areas of the practice community.

Patients have been approached and invited via personal invite by the Practice Manager and Dr Vatish, by staff at Reception and we advertise on our Patient Notice Board inviting patient to join the group. Our aim is to encourage other categories of patients to join us by alternating the times of our meetings.

For example we may encourage younger working people to join us if we hold meetings in the evenings or Saturday mornings

Our current PRG is as representative of the practice population as can be expected as the current membership consists of predominantly over 34yr old, as the figures demonstrate. (please see attached Representation Patient Reference Group list).

Patient Survey-Areas of Priority

A Draft Document of questions for patient opinion and discussion was produced and presented at the group meeting in September 2012. The group discussed each question at length and a final 18 questions were approved. These were handed out to all patients over 6 week period.

The PRG group felt that all the 18 questions covered all areas that they would wish to review. As the Practice List size had increased over the last 18 months certain areas such as telephone systems, opening times, appointment availability were to be of priority.

Survey Process

Over 400 Patient Questionnaires were handed out to patient over a 6 week period from 2nd January 2013. Over 245 patients completed the questionnaire. These were given to patient on arrival at the surgery and patient was asked to post them into a box provided at Reception when completed.

Results were analysed, individually recorded and presented in tabulated format (see attached results).

Reflection on Finding of the Survey and Result-PRG Meeting

February 12th 2012

The results were presented to the Patient Representative Group on the 12th February 2013 at the PRG meeting. The questions were individually discussed and reviewed.

Patient Survey Result and Action Plan

The Patient Survey Questionnaire was handed out to patients in December 2012. Approx 245 responses were handed back. These responses were then analysed, recorded and presented to the group for review and results discussed.

Overhaul the results were positive and showed continual improvement in our services in the areas which were targeted by the Practice from last year survey .

Waiting times in the Practice for a Doctor has improved from 41% who said it was a concern to 19% for this year.

Patient who had previously responded saying that they did not know how to contact an Out of Hours Doctors, previously response was 36%, this year's survey result were 27%.

The PRG were pleased to confirm the results and this supported their opinion of the service that they receive from the Practice.

A discussion proceeded on the areas in which the Practice could work toward in the coming year.

ACTION PLAN 2013

Increased access via an additional Doctor who would work alongside Dr Bodapati to support patient access to appointments

New Services within the Practice- implementation of ECG screening clinics and Travel Vaccination Clinic, purchasing vaccines within the Practice for convenience of patient travelling abroad.

Information and Advice for patient who need to access facilities when Practice is closed. Via Leaflets, Notice Board, Website. Practice leaflet.

Agreement of this Action Plan for 2013 was approved by the PRG present at the meeting of 12th February 2013.