

DERWENT MEDICAL CENTRE

Patient Participation Report 2014

In line with the requirement for practices to engage with patient participation groups, Derwent Medical Centre has sought the views of its Patient Participation Group, carried out a patient survey and created a report with input from the Patient Participation Group.

Website

The website at www.derwentmedicalcentre.co.uk continues to be a useful tool to patients. It provides patients with information about the practice, enables them to order prescriptions online and take part in patient surveys throughout the year. The website enables us to publicise the Patient Participation Group (PPG).

Patient Participation Group

Our 'virtual' group continues to grow and we now have 37 members who are happy to comment via email.

Group Profile

- The group is made up of 15 females and 22 males
- Age range – 6 x 19-24
15 x 25-44
13 x 45-64
3 x over 65

They are all white British with the exception of six patients. This is reflective of the recorded make-up of our Practice.

Activities Undertaken to Address Issues from 2013 Action Plan

We said we would:

1. Ensure appointment system is continually updated to allow patients to book up to six weeks in advance – Our appointment system is now available for patients to book up to eight weeks in advance for the majority of clinics. GP appointments are also available to book online.
2. Repeat patient survey in six months' time – We installed a new computer system in July. Due to increased workload at that time, we decided to postpone the survey until later in the year. Individual GP surveys were carried out in November.
3. Review practice opening hours – we continue to review our opening hours. Our 'opening hours satisfaction scores' have risen year on year since 2008. Our GPs offer telephone triage slots for those patients who work away from home or are unable to get into the surgery during opening hours. We continue to offer late evening appointments with both a GP and a practice nurse on a Tuesday.

Patient Survey

In January 2014 the Practice sought the views of its registered patients by carrying out a patient survey. The survey ran from 20th January – 7th February and was advertised in the waiting area and on the practice website. Questionnaires were available for patients to pick up themselves and were also handed out by receptionists at random. There was a box available in the waiting room for questionnaires to be posted into when completed. All questionnaires were anonymous

Results

104 patients responded to this survey. 94 filled out a paper questionnaire and 10 completed the questionnaire online. The results, along with 34 comments made by patients, were published on the practice website and in the waiting areas. Members of the PPG were contacted via email and invited to comment on the findings of the survey and suggest proposals for the action plan.

Whilst the majority of the comments received were excellent, it was felt that the following comments needed addressing:

- Updated seating in the main waiting area
- Ease of obtaining appointments urgently is unacceptable
- As on crutches, higher seats in waiting room to make it easier to arise
- Saturday Opening? At least half a day

Action Plan

1. Consider replacing the seating in waiting area 1 to include high seating. The seating in waiting area 2 was replaced last year along with refurbishment of the treatment room. Refurbishment of the practice is considered by the partners on an annual basis.
2. Review of same day appointments. The practice currently offers a triage system for all patients requesting same day appointments.
3. Continue to monitor and review practice opening hours. See item 3 above from last year's action plan.

Derwent Medical Centre Opening Hours

Day	Opening Hours
Monday	8.30 a.m. – 6.30 p.m.
Tuesday	8.30 a.m. – 7.15 p.m.
Wednesday	8.30 a.m. – 6.30 p.m.
Thursday	8.30 a.m. – 6.30 p.m.
Friday	8.30 a.m. – 6.30 p.m.
Saturday	CLOSED
Sunday	CLOSED