


2012-13 PATIENT PARTICIPATION REPORT

DOCKLANDS MEDICAL CENTRE

<p>A description of the profile of the members of the PRG</p>	<p>The breakdown of demographics for the PPG participants who have attended the PPG meetings are as follows: 63% Female 37% Male</p> <p>Age Range 17-24 = 0% 25-34 = 4% 35-44 = 22% 45-54 = 7% 55-64 = 37% 65-74 = 22% 75-84 = 7%</p> <p>Ethnicity 56% British 4% White and Black Africa 4% Caribbean 4% White & Asian 33% Not known</p> <p>Membership to the PPG is <i>only</i> 0.40% of patient population (as of the 1st April 2012).</p>
<p>The steps taken to ensure that the PRG is representative of our registered patients and where a category of patients is not represented, the steps we took in an attempt to engage that category</p>	<p>To improve PPG membership DMC has advertised the PPG through the following means</p> <ul style="list-style-type: none"> • Advertising it through the website • Advertising via posters in the waiting room and corridors. • Advertising via LED display • Reception informing patients as patients made contact. • Writing to patients that had expressed an interest in the PPG to invite them to the meeting. <p>The Practice Manager has spoken to a local Imam to try to encourage uptake amongst the Bengali community.</p> <p>In 2013/2014 all new patient registration forms will include a section on the PPG.</p>
<p>Outline the issues that the practice covered in the local practice survey</p>	<p>The main issues that arose from the PPG were around GP Consultations so we split the questionnaire into two parts the first was dedicated a section on these questions. The second had more general questions such as opening hours, cleanliness, obtaining appointments. A comments section was also incorporated in the questionnaire.</p>
<p>Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey</p>	<p>The local practice survey incorporated issues that were identified at the last Patient Participant Group held on the 13th February 2012, along with areas that had been previously identified in Docklands Medical Centre's PPG survey of 2012. PPG members who attended the meeting were asked what their issues were. The questionnaire was in 2 parts. The first part of the questionnaire contains questions about the last doctor's visit. Part two consisted of more general questions on the surgery as whole. No Priorities were identified by the PPG</p>

<p>The manner in which we sought to obtain the views of our patients</p>	<p>The distribution of the questionnaires commenced on the 26th February 2013.</p> <p>The questionnaires were distributed at the reception desk, the questionnaires given out by the receptionist were offered to the patients that came into the surgery for a variety of services. In order to avoid selection bias all Docklands Medical Centre patients that came to the reception desk was asked to complete a questionnaire.</p> <p>•87 questionnaires where received out of the 105 that given to patients at the counter, giving a return rate of 83%.</p>
<p>Details of the steps taken by the practice to provide an opportunity for the PRG to discuss the contents of the action plan</p>	<p>A PPG meeting was held, all PPG members where invited by letter, the meeting was also publicised via posters, leaflets and on the LED display board, to encourage new members.</p>
<p>Details of the action plan setting out how the finding or proposals arising out of the local practice survey can be implemented and, if appropriate, reason why any such findings or proposals should not be implemented.</p>	<p>The results of the survey was discussed with the PPG, issues arising from the survey was debated along with possible solutions. (See below for Action plan)</p> <p>Issues:</p> <ul style="list-style-type: none"> • Some people are still not aware of the opening times • 1st Floor Reception poorly ventilated and too hot • Use of Locums • Waiting times in surgery
<p>A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey</p>	<p>Please see the Survey Report 2013 for analysis of the results.</p> <div style="text-align: center;">  <p>Survey Report 2013.pdf</p> </div>

Action Plan

2013 Action Plan

Changes we intend to take as a consequence of discussions with the Patient Representative Group is respect of the results, findings and proposals arising out of the local practice survey

Order of Priority	Issue	Action	Action Date
No Priorities given	Some people are still not aware of the opening times	Opening to be displayed on the JayX board. A3 Size posters to be displayed in both reception areas	ASAP
	1 st Floor Reception poorly ventilated and too hot	Early morning receptionist to open window. Portable air conditioning unit to be purchased before Summer.	Before Summer
	Use of Locums	Use of locums are unavoidable, however if we use comment cards we can have immediate feedback and not book a particular locum if there is negative feedback. Comment cards are be left in both waiting areas.	ASAP
	Waiting times in surgery	Reception staff to inform patients on arrival if doctor is running late they will also make announcements in waiting rooms for people who have already arrived. Doctor will come out and make announcement if running 25+ minutes late.	Immediately

Outline actions taken on issues and priorities as set out in the Local Patient Participation Report 2011-12 (where the practice

2012 – ACTION PLAN

No priorities given by PPG - To be completed by May 2012

Issue	Action
Confusion over the times we are open	Practice leaflets to be updated and disseminated,

<p>participated in the Scheme for the year 2011-12 (year 1)).</p>		<p>SC awaiting sample proof, leaflets should be available by end of April.</p> <p>Opening times to be displayed in both reception areas</p>
	Chances of seeing a doctor of your choice	<p>Receptionist to ask which doctor you would like to see when booking appointment. Expanding selection on Patient Partner and Internet.</p>
	In the reception area, can other patients overhear what you say to the receptionist?	<p>We are aware that patients in the waiting area can hear people at the reception desk. What is more worrying is that patients think they are not being overheard.</p> <p>We are unable to do anything due to the design of the building, however we could display a sign could be displayed at reception saying</p> <p>Your conversation can be overheard, if you wish to speak to a receptionist in private, please ask.</p>
	Waiting times in practice	<p>Relay waiting times to patients by use of</p> <ul style="list-style-type: none"> • Receptionist going up to 1st floor to tell patients about delays • Use of LED board • Use of receptionist on the 1st floor who would be able to liaise waiting times
	Comfort level of waiting rooms	<ul style="list-style-type: none"> • 1st floor more Chairs needed • Working Clock needed • Magazines needed <p>In general</p> <ul style="list-style-type: none"> • Some chairs with arms are needed for patients that need support in getting up.

North East London and the City

	<table border="1"> <tr> <td data-bbox="287 280 683 392">Obtaining results by phone</td> <td data-bbox="683 280 1267 392">How to get results to be explained via a leaflet or the website.</td> </tr> </table>	Obtaining results by phone	How to get results to be explained via a leaflet or the website.	
Obtaining results by phone	How to get results to be explained via a leaflet or the website.			
<p>The opening hours of the practice premises and the method of obtaining access to services throughout the core hours and extended hours arrangements (the times at which individual healthcare professionals are accessible to registered patients.</p>	<p>The practice is open 8am – 6:30pm Monday to Friday with extended hours for GPs and nurse apt (see below)</p> <p>Method of access during core hours:</p> <ul style="list-style-type: none"> • Phone-call • Phone via patient partner • Visit to reception desk • Internet access <p>GPs are available for bookable appointments during extended hours at the following times: Monday 7am Start Tuesday 7am Start Wednesday 7:30pm Finish Thursday 7:30pm Finish</p> <p>Nurses are available for bookable appointments during extended hours at the following times: Monday 7am Start Tuesday 7am Start Wednesday 7:15pm Finish</p>			