

Local Patient Participation Report 2013/14
Dr Young & Partners
Consett Medical Centre

Consett Medical Centre continues to have a strong well established group of patients who meet with representatives from the practice throughout the year to discuss issues and challenges that we face, whilst endeavouring to provide quality healthcare to our practice population. The number of patients we provide healthcare services to remains at approximately 20,000 patients living in Consett and the surrounding area.

The group consists of 12 members who are white British which is the predominant ethnic group of our patient list. There are 8 females and 4 males aged between 31 and 74, 7 of which are retired, 4 are employed and 1 is a volunteer. Of note 3 of our retired members are also actively engaged in voluntary work. One of our members is also a 'carer'. Length of time registered with practice varies from 3 to 66 years. Dr Judith Mountford and our Practice Manager represent the practice at group meetings. Anyone wishing to join the group may leave their contact details at reception. We meet face to face 3 or 4 times a year but maintain contact between times via email.

Last year the group requested that we design our own Patient Satisfaction Questionnaire and had input into the final agreed version. This questionnaire was used again this year, after review and some minor changes. The survey was carried out during December 2013 with support from group members who encouraged patients to complete the questionnaire. The results have been collated and were disseminated to the group for reading prior to our last meeting on Wednesday 29th January 2014. This meeting provided us with the opportunity to discuss the issues and concerns raised by a sample of our practice population. Priorities for improvement were identified and agreed and from this the practice has formulated an action plan. A copy of the action plan has been shared with members of the group and their approval sought.

We would like to thank all the patients who participated in the survey as feedback, both positive and negative will help us to develop the services we provide. 83% of all ratings about the practice were good or very good. Our most positive responses were achieved in clinical care provided by the GP's and our nursing team, this encompasses the following aspects, asking about symptoms, listening, explaining test results, diagnosis and treatment, treating patients with care and dignity. In general 95% of patients surveyed were satisfied or very satisfied with the care we provide. 81% would recommend the surgery to someone else. Patients comments included in the survey were taken into consideration when priorities were agreed. Our agreed priorities for improvement during the coming year are access, customer care/service, patient information/education and waiting room comfort/surgery premises. A summary of overall scores has been displayed in the surgery and is also available to view on our website.

Proposed changes to increase patient satisfaction in these areas are as follows:
Access – continue to use text messages for appointment reminders, subject to GP availability introduce evening surgeries on a Monday in addition to current

commitment. Increase provision of Chronic Disease Management and Well Woman clinics (To broaden access we are providing a drop in Well Woman express on a Tuesday morning and an Evening clinic on a Monday).
Customer care/service – continue to monitor complaints and comments from patients, continue to address any issues through staff training.
Patient Information/Education - Review Website and update monthly. Continue to provide newsletter at least 6 monthly.
Waiting room comfort/surgery premises – Background music to be organised for waiting rooms

The surgery is open Monday to Friday between 08.30hrs and 17.30hrs. Patients are able to access services between 08.00hrs and 18.00hrs by telephoning us on 01207 583400.

The practice also currently provides evening surgeries under an extended hours' access scheme. The surgeries operate on Tuesday, Wednesday and Thursday evenings between 18.00hrs and 19.30hrs [subject to alteration – please contact reception to book]

We have also provided Saturday morning surgeries throughout the winter under a Winter Pressures Scheme and at present will continue to do so until the end of May.

We hope that you have found this report informative, patient feedback both positive and negative is essential to us in the decision making process as we continually review our service delivery. Once again, thanks go to patients who participated in our survey 2013/14.

Dr Young & Partners would also like to extend thanks to our Patient Participation Group members who have willingly given their time and views to help us throughout the year. We are especially grateful for their input with regard to our questionnaire and also encouraging patients to participate in the survey. We look forward to working with you in the future and hope for your continued support.

Report completed March 2014