

Local Patient Participation Report 2012/13
Dr Young & Partners
Consett Medical Centre

As reported previously the practice 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. We currently provide healthcare services to approximately 20,000 patients living in Consett and the surrounding area.

During 2011/2012 we actively encouraged patients to come forward and engage with the practice and have been successful in recruiting several new members. The group now consists of 14 members who are white British which is the predominant ethnic group of our patient list. There are 10 females and 4 males aged between 30 and 73, 9 of which are retired, 4 are employed and 1 is a volunteer. Of note 4 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 2 to 65 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.

This year the group requested that we design our own Patient Satisfaction Questionnaire and they have had input into the final agreed version. The survey was carried out during November and December 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 Monday 18th February. 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 was also issued to group members for their approval.

We would like to thank all the patients who participated in this years survey as feedback, both positive and negative will help us to develop the services we provide. 82% 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. Patients comments included in the survey were taken into consideration when priorities were agreed. Our agreed priorities for improvement 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 – introduce on-line booking for appointments, introduce on-line cancellation facility, use text messages for appointment reminders.
Customer care/service – continue to monitor complaints and comments from patients, continue to address any issues through staff training.

Patient Information/Education – continue to produce patient information leaflets and practice newsletters, make more use of website via links, pop-ups etc using big font and simple checklists, punchy messages.

Waiting room comfort/surgery premises – move armchairs and mark for disabled/inform patients, keep toys to a minimum of hard wipe clean variety. Improve signage throughout.

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 hope that you have found this report informative, patient feedback both positive and negative is essential to us in the decision making process when reviewing our service delivery. Once again, thanks go to patients who participated in our survey 2012/13.

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 help in developing our questionnaire and also encouraging patients to participate in the survey. We look forward to your continued support in the future.

Report completed March 2013