**Dr Malik Surgery**

**PATIENT REFERENCE GROUP REPORT 2014**

Dr Malik’s Surgery runs a Patient Participation group which meets every 3 months and is always looking for new members to join. When a patient expresses an interest in the Patient Participation group they are asked to complete a form which is passed to the Practice Manager and this is followed up by a telephone call and welcome letter informing the patient of what the Patient Participation Group is about and what it wants to achieve. Dr Malik’s Surgery advertises the Patient Participation group in Reception and around the surgery and the Meeting dates are displayed in advance so patients can sign up and attend. Patients are encouraged by reception staff, Doctors and clinical staff to take an interest in the meetings. The members of the Patient Participation Group are contacted by the Practice Manager at the surgery regularly. Letters are sent out with Meeting times and dates and Agenda’s and then followed up with the Minutes from the meetings being posted out to individual members. We encourage the members to bring new ideas and topics to the meetings and we are happy to put any issues on the Agenda. The Patient Group and Community Meetings dates and times are also displayed in the surgery and sent out to each member of the Surgery Patient Participation Group.

**To date: March 2014 we have 6 patients who are members of the Patient Participation Group both male and female whose age range is between 23 and 74 these patients come from different ethnic backgrounds and all have different medical problems, long term conditions and chronic disease ‘s which are managed at the surgery. We have tried and continue to try to build a Group from all different backgrounds and encourage all our patients who have medical problems, long term conditions and also healthy patients to join the group. Each patient who joins the group is asked for a personal profile which is kept on file or displayed on our website if permission is given for this to be done.**

**What Dr Malik’s Surgery has done to try and get a representative group together?**

We ask all patients, family and friends who attend the practice if they are interested in joining the Group

Information letters and forms to sign up to the Patient Participation Group are on reception

We review the group and keep in contact on a regular basis to ensure they are informed of what is happening and to ensure they still wish to be involved.

Look at patients with different long term conditions to gain a good overall patient balance

Look at patients from different ethnic backgrounds

We have asked all the Group members if they know of anyone else family or friends that may be interested in joining the Group

We looked at all the possible groups or representation needed and have worked together to bring this together. The group is made up of patients who have different medical conditions and needs.

Invitations to join the Group are sent out with other letters to patients.

Meeting times are varied to accommodate all the members of the group

**Meetings have been held on the following dates this year and minutes are on file and were sent to all the Groups members:**

Tuesday 2nd July 2013 at 17.30pm

Tuesday 19th November 2013 at 12.30pm

Tuesday 21st January 2014 12.30pm

Tuesday 4th March 2014 17.30pm

The Patient participation discussed appointments and the amount of appointments offered on the day and in advance. It was suggested that the system did work well but the surgery should take a more rigorous approach with DNA’ and this should improve the appointments. It was also noted that a lot of patients forget their appointments if they are booked ahead so it was suggested a more robust reminder service to patients would work e.g. SMS messages and home telephone reminders on the day to help reduce DNA’s. Pre bookable appointments will be offered at every call as it was noted that some patients did not realise they could book in advance for all appointments. This area has been addressed by the Practice manager who held a training session with the Administration team on Monday 10th March for Improved Patient Service.

**Targets and Aim’s for 2014/15**

Meetings to be held at the Surgery every three months

Regular Contact to be made by the Practice Manager with members of the Group

Agenda’s – Members to be asked before every meeting what they would like to add to the Agenda

Increase our Group size by continuing to advertise the Group at all opportunities

Invitations to join the PRG are on display in the waiting area.

Patients are invited to join the group by staff members and GPs

Continue sending members of the Group E-Bulletin from National Association for Patient participation

Continue sending members of the Group The Patient Group and Community Meeting Agenda’s

Keep all information displayed in the surgery up to date and continue to encourage patients to join the group at every opportunity

**Patients Views**

**Process to determine and agree priority issues to include in the local practice survey.**

We have recently carried out an in house Patient Survey where patients were asked to complete a questionnaire. Surveys were given out from Reception to patients who attended appointments and they were also given to family members and friends who are patients at the surgery who attended the surgery with each patient. The surveys were collated by the Practice Manager and Administration Staff and the results are displayed on the website.

The results of the survey - Appointments and DNA’s were discussed at the Patient Participation Group meeting, Administration meeting held on Monday 10h March 2014 and Practice meeting held on Wednesday 26th March 2014

**Survey Mainly Highlighted - Appointment availability and Getting through on Telephone**

Updated training in patient service was done by the Practice Manager with reception Staff on Monday 10th March 2014 to make sure patients are all given the correct information about how they can access appointments:

Telephone calls should be answered quickly and should always be given priority over other administration work.

**Same Day Appointments Book on the day – Phones go on at 8.00am**

**Appointments can be Pre Booked and reception staff will offer next available appointment on every call**

**Emergencies will be assessed and seen on the Day – Come straight down to Sit and wait**

**Messages will always be taken on the day if Urgent**

Promote Pharmacy First – Patients to go to Pharmacy for minor ailments e.g. coughs colds etc and get medication free. This new service will help prevent patients booking unnecessary appointments and the more this service is promoted and used the more patients will see the benefits from it. Reception Staff to promote this service at every opportunity.

Dr Malik’s Surgery encourages all patients to provide us with Comments, Complaints and Compliments. Only a small portion of patients gave negative feedback from the survey and in general the idea’s given in by patients are for positive change. Complaints are looked at as positive learning tools by the surgery and changes are implemented immediately if anything has been highlighted. In general and from the surveys we received some very positive feedback about all our staff and the service they give. Main issues of concern for our patients was accessing appointments. More information needed to be given about appointment availability in advance and on the day. Not all patients knew appointments can be booked in advance. Patients also didn’t know the amount of DNA’s the surgery has each week and how this has an impact on the appointments. The group suggested a more active approach at advising those who had missed an appointment the impact this was having on the other patients being able to see a GP and even warning and removing patients from the practice list if they were repeat offenders.

**How Patients views were sought**

We used a General Practice Questionnaire which included a wide range of questions this was given out to patients who attended appointments at the surgery over a period of a month. It was also given out to Family and Friends of patients who were registered at the surgery so we gained a good overall balance of patients who were poorly at the time and patients who wanted to book appointments in advance. This enabled us to get as many responses as possible and from all patients at the practice, even those who do not regularly attend.

Patients are also encouraged to give feedback to the surgery every day. We have a post box next to reception for Prescriptions, Compliments, Complaints and Comments.

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**How were the Patient Group given the chance to discuss the findings of the local patient survey?**

Meeting held Tuesday 4th March 2014 and the topic of Appointments and DNA’s were discussed. The group brought ideas how to improve the service we currently offer:

DNA’s – Need to be dealt with immediately and more sternly – New System being put in place

Appointments: Educate patients on how appointments are booked give information out on appointments that can be pre booked.

Book on the day from 8.00am

Pre book Appointments

Emergency appointments on the day

Messages taken on the day

Pharmacy first was also discussed and the group was informed how using this service Pharmacy First could alleviate pressure on the Dr’s appointment system.

**Findings:**

The final Patient Questionnaire report is available on the Practice website:

www.drmaliksurgery.com/drmalik

**Action Points decided:**

Summary of agreements:

1. Practice DNA policy updated and is to be followed much more rigorously. One member of the administration team and Practice Manager will work closely together to improve on the DNA’s
2. Pre bookable appointments times have been changed to early morning and later on in the afternoon to accommodate people who work and can’t get here through the day.
3. DNA’s – The numbers of DNA’s will be displayed every month on the reception desk and reception staff will bring this to the attention of patients.
4. Practice Newsletter to be done every 3 months and issues highlighted in this, these will be given out to patients in waiting room and they will be available to take away to give to other family members, friends and general public.
5. Improved communication between all staff
6. Improved Communication to patients - Receptionists explaining things more clearly to patients about general and urgent appointment.
7. Continue to send SMS reminders to patients the day before their appointments to remind them
8. Ring patients who only have a Landline number to remind them of appointments on the day
9. Adequate staff on reception to answer phones at busy times of day first thing in morning

**A summary of the evidence presented to support the findings of our proposals relating to the survey.**

DNA rate to be reduced – New system to be introduced for following up DNA’s the Practice Manager and one member of the administration team will work closely together. Patients who DNA regular will be invited in for a chat with the Practice Manager.

 Display the DNA’s for the preceding month on reception and reception staff will inform patients of the numbers.

Newsletter to be done each Quarter Spring, Summer, Autumn, Winter

Improve communication between patients and reception staff – Clear Messages regarding appointments and DNA’s

Improve Communication between Reception Staff and Clinical Staff

**Details of Intended Actions:**

Posters to be put up in waiting area advising patients of systems and processes

Newsletter to be quarterly

Improved DNA policy and procedure – implemented March 2014

Remind patients of appointments that are booked in advance – ring them on home phone if no mobile phone

SMS text reminders to patients sent the day before their appointments.

All round improvement on Communication

**Final Comments:**

**The Patient Participation Group has discussed a number of issues over the last twelve months and has come up with some good ideas to help alleviate some of the problems we have come across at Dr Malik’s Surgery. The overall feedback we gained from the Practice Survey was good and the majority of our patients are happy with the service we offer. Dr Malik’s Surgery has already implemented changes suggested and will continue to improve over the next twelve months. Dr Malik’s Surgery feel the patient participation Group is a fantastic way of gaining Patient input and has become a valuable tool in communicating with patients at the surgery and getting important information out into the community. We are looking to build on this and will continue to encourage people at every opportunity to join as members so we can increase our group size in the coming year. Dr Malik’s Surgery is always looking at ways to improve on the systems we have in place and update them.**