

Clifton Medical Centre and Wickersley Health Centre

Patient Participation Group Annual Report March 2013

Background

Our patient group was formed in February 2012 and our first report was published in March 2012. The group was formed to ensure that patients are involved in decisions about the range and quality of services provided by our practice. Members were recruited via a publicity campaign during the summer of 2011.

The group has held quarterly meetings at Clifton Medical Centre throughout 2012/3 and we have established a core group of members, between 6 and 8 patients. We also have some members where email is their preferred method of contact as they are unable to attend meetings but would like to express their views. We have seen the numbers fluctuate due to the changing nature of patient groups. At our last meeting in February, the group felt we should aim to recruit new members during 2013. We are looking to incorporate this with the 'carer's corner' which one group member would like to establish in the practice as well as promote the group via our team. The group is supported by a Practice Manager and a Practice Receptionist. The Practice facilitates the meetings.

During 2012 the group have influenced the development and format of our website, helped to improve our services from a patient perspective such as changing our 0844 telephone number at Wickersley to a local number, Clifton is due to introduce a local number to work in conjunction with the 0844 in April/May 2013, decided on priorities for our Dec 2012 survey and contributed to the design of that survey.

One of our members attends the Rotherham Network Patient Group meetings, supported by the Practice Manager. The Rotherham Network Group is organised by NHS Rotherham, meets quarterly and is an opportunity for all patient groups from different medical practices around Rotherham to attend and share ideas. We have agreed that our meeting dates will be organised so that timely feedback can be delivered from the Rotherham Network Patient Group meetings.

Survey

At May 2012 meeting we agreed areas we would like to look at for our next survey. We wanted to gain feedback on what services patients were aware that the practice offered and also how patients felt they were treated in relation to privacy, dignity and involvement in their care. The survey format and questions were discussed and agreed at our October 2012 meeting.

We collected patients' views opportunely from both our Clifton and Wickersley sites. Our reception teams asked patients to complete a survey when they attended surgery and 150 surveys were posted with prepaid envelopes to patients across all age ranges who do not regularly attend the surgery. Two of our patient group members spent time in our waiting room talking to patients actively encouraging patients to comment and complete a survey. This was excellent and resulted in higher than average reported feedback from patients. 167 surveys were received by the practice. The full list of comments is available upon request from the Practice Manager however due to the amount of comments they were summarised into 6 broad headings on the action plan.

The results were presented to the group at February 2013 meeting and discussed with Practice teams during February and March.. The group looked at the areas where the practice could reasonably makes some changes including timescales. Please see separate action plan. Patient group minutes and results of our last survey are available in our waiting rooms and our website. To date there are no actions that required us to seek NHS Rotherham approval.

Summary

Our first year has been successful in that we have established a core group of members who provide constructive feedback to help us improve the services we provide to our patients. Throughout 2013 we aim to continue with our meetings, recruit more members and review and complete the objectives on our action plan.

I would like to thank the patient group members for their input and all patients who take the time to provide feedback on our services.