

Clifton Medical Centre and Wickersley Health Centre

Patient Participation Group Annual Report March 2014

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 holds quarterly meetings at Clifton Medical Centre and we have established a core group of members, between 6 and 8 patients who are both male and female. We agreed in February 2013, that one of our priorities in 2013 would be to recruit new members as we have seen numbers fluctuate due to the changing nature of patient groups. For example our younger representatives have moved on due to family commitments and university.

We were successful in gaining 3 new members. We achieved this by advertising the group in the waiting room, our website, Patient Group members being proactive and promoting our group and also via direct patient contact with patients who contact the practice to provide feedback on our services. The group considers this to be an ongoing priority.

During 2013 the group have:

- influenced the development and format of our patient information leaflets,
- contributed to the new signage by reviewing our waiting rooms and advising what would be helpful to patients when trying to find a room
- discussed and contributed to the progress so far on our agreed action points from November 2012 survey
- agreed the focus for our November 2013 patient survey
- volunteered to be part of our cqc visit following a presentation on cqc
- The group has also asked for a representative from Healthwatch to attend one of our meetings and this has been scheduled for our May 2014 meeting.

One of our members continues to attend 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. This group helps all practice patient groups to learn about and help to shape future services, as well as sharing ideas.

We have agreed that our patient group meeting dates will be organised so that timely feedback can be delivered from the Rotherham Network Patient Group meetings.

Survey

At our August 2013 group meeting we agreed that it would be useful to re-survey the areas we had identified from our November 2012 survey. The practice had made some changes as a result of the responses to our previous survey however we knew not everything was complete but we wanted to gain patient feedback on the work so far. Please see example of the survey and its findings.

The questions were agreed at this meeting and the group decided to include specific reference to the locum Doctors the practice had unexpectedly needed to use. This was because of Dr Kapeller's illness and untimely death.

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 90 surveys were posted with prepaid envelopes to patients across all age ranges who do not regularly attend the surgery. 275 surveys were distributed in total with 133 responses.

The results were presented to the group at February 2014 meeting and discussed with Practice teams during February and March. The group looked at the areas where the practice could reasonably make 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

We continue to have a core group of members who provide constructive feedback to help us improve the services we provide to our patients. Throughout 2014 we aim to continue with our meetings and recruit more members. We also intend to 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.