

MANDALAY MEDICAL CENTRE

Patient Participation Group Report

March 2018

Over the last 12 months We have continued to advertise our Patient Participation Group through posters in the waiting room, on the Practice website and in our 'new patient' registration pack. Members have also been recruited, to the group, through active encouragement from both clinical and administrative staff.

The group currently consists of 34 registered patients, twenty of whom are male and fourteen are female. Within the group we have a wide range of age, ethnicity and sexual orientation; our members' home addresses cover the expanse of our Practice area, thus providing an excellent representation of our Practice population.

As a whole our group currently meets virtually but we also have 4 representatives, from the group, who attend face to face meetings on a quarterly basis.

The group members were contacted, by email, in order for them to express their opinions/feelings surrounding our suggested questions to be included in our latest patient survey. All suggestions, from the group, were considered and, where possible, included in the survey. The survey was subsequently compiled and emailed to group members and all practice staff, for approval.

350 surveys were randomly distributed to our patients via four different methods, either by post, email, downloaded from our website or handed to patients attending the surgery.

291 surveys were completed, by our registered patients, and returned to the Practice. The results were collated, analysed and a summary of the final analysis was then forwarded to all of our group members. Group members were then invited to assess the results and provide feedback to the Practice.

The group agreed that the results of the survey were particularly positive and, on the whole, very encouraging. Patient satisfaction, with the practice, was extremely high. All feedback from the patient surveys and from the Patient Participation Group was discussed at a practice meeting in March 2018. There was a general agreement that we should focus on the following areas for improvement:

More common areas that our patients thought could be improved.

- 1 Opening hours at the weekend
- 2 More late evening appointments during the week
- 3 Length of time that patients are sometimes waiting in the waiting room when attending their appointment.

Action Plan

Opening hours at the weekend: Mandalay Medical Centre has joined with many other practices in the Borough to form a General Practice Federation. This organisation has enabled us to provide routine appointments for our patients, on Saturday and Sunday mornings, with a GP or a nurse.

We realise that some of our patients find it hard to come and see us during the week because of work commitments. We think that the Federation provides a convenient service for this group of our patients and enables us to expand on the care we already deliver.

We will attempt to advertise this service more rigorously.

Increase availability of later evening appointments during the week: We currently offer late evening appointments on Mondays and Wednesdays. Patients can now also book appointments at the Federation hubs as they can at the weekends, appointments are available until 9pm Monday to Friday.

Again we will attempt to advertise this service more rigorously.

Patient waiting times: Some patients expressed concerns surrounding the length of time that they are waiting to see particular GP's when attending their appointments. We plan to monitor and audit future waiting times and consequently make changes to appointment templates where it is thought appropriate. Hopefully this will eliminate lengthy waiting times.