

## Practice Name: **SWANLOW MEDICAL CENTRE**

### **Patient Participation Report 2013/14**

This report summarises the development and outcomes of the Patient Reference Group (PRG) in 2013/14.

The report contains:

1. A profile of the PRG.
2. Priorities for the 2013/14 patient survey and how they were agreed with the PRG.
3. Method and results of the patient survey.
4. How the survey findings were discussed and changes agreed with the PRG.
5. Details of the Action Plan agreed with the PRG.
6. Confirmation of practice opening times.

#### **1. Profile of the PRG**

*[A description of the profile of the members of the PRG.*

*Swanlows PRG is made up of the following demographics:*

*8 active members – 4 female and 4 male. Aged between 62 and 76. We are a 9823 patient practice based in Winsford in Cheshire, we have some deprived areas of the town but also some affluent areas.*

*We have:*

*1968 patients aged 16 and under,  
984 patients between 16 and 24 years of age,  
1321 aged between 25 and 34,  
1242 aged between 35 and 44,  
1518 aged between 45 and 54,  
1119 aged between 55 and 64,  
979 aged between 65 and 74,  
693 aged 75 and over*

*4888 are female and 4935 male*

**The PRG continues to welcome any new patients who wish to join the panel, in order to keep the group fresh and represent all age groups.**

#### **2. Priorities for the survey and how they were agreed with the PRG**

*[Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey].*

**Following on from the results of the previous years survey it was decided that we would not do a specific survey about one thing as the phone system was the most complained about area of our business. The PRG were advised that this**

year Swanlow would be taking part in the CFEP IPQ survey, which should be completed by July 2013.

### 3. Method and results of patient survey

*[The manner in which the contractor sought to obtain the views of its registered patients. Include any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey].*

This years survey was by CFEP and it was the Improving Practice Questionnaire. GP's were handing out the questionnaires during their consultations and the reception staff were also handing them out from the front desk.

### 4. How the survey findings were discussed and changes agreed with the PRG

*[Details of the steps taken by the contractor to provide an opportunity for the PRG to discuss the contents of the action plan].*

Meeting held on 24th July 2013 to agree this years areas of priority, which was:-  
Telephone System



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### 5. Action plan agreed with the PRG

*[Details of the action plan setting out how the findings or proposals arising out of the local practice survey can be implemented and if appropriate, reasons why any such findings or proposals should not be implemented].*

Since the meeting in July Swanlow has now installed an answer phone message to the main surgery line. This was after a straw poll was undertaken which monitored the type of requests we were getting as telephone queries; we were asked "what time is Asda open until today?", "I can't remember the time of my appointment can you remind me please", "can you transfer me to the surgery downstairs please". Basically after the analysis it seemed that with the proper education patients could make more informed choices of who they should be ringing, when and what time. We looked at an external company who could provide us with a telephone system which would have meant changing our numbers, changing the phones as well as being tied into a 5 year contract, we did not think this was a viable option at the present time so we asked Cheshire and Wirral CMSU if they could help out and they very kindly changed our phone system so now if a patient rings in and the phone is engaged they will hear a pre-recorded message which informs the patient of alternative ways of contacting us

and other numbers they may wish to ring and details of on line booking of appointments and our website details.

We asked .....	You said .....	The result is...
Are you satisfied with the telephone access	37% Yes 63% No	We now have a voice mail which can be heard by patients with either a) all the lines are engaged or b) the phone has rang for more than 20 seconds and not been answered. This is to try and ensure it is used as an educational tool for our patients to they are more readily aware of alternative ways of contacting us.
Are you happy with the opening hours	63% yes 37% No	In the short term we are not looking to do extended hours, however as a town we have put in a bid for some of the £50m Access monies available for pilot areas within England to enable us to extend access times to the public.
Are you happy with speaking to a practitioner on the phone	54% yes 46% no	This is about education, as any patient who rings in on the day as a medical emergency will get to speak to a GP the same day as they ring in. they can also pre-book a telephone consultation with a GP of their choice up to 4 weeks in advance. It is hoped that by utilising the message on the phone it will encourage patients to look at alternative ways of contacting us.

## 6. Opening times

*[The opening hours of the practice premises and the method of obtaining access to services throughout the core hours].*

**Mon to Fri 08:00 - 18:30**

**Access via telephone, face to face, online services.**

## **7. Extended hours**

*[Where the contractor has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients].*

**Not applicable**