

**Park Road Medical Practice
93 Park Road
Wallsend
Tyne & Wear
NE28 7LP**

**Annual Report
March 2014
Patient Reference Group
2013/2014**

Documentation Available

SLA Enhanced Service	 \\emis1714a\shared\ Sandra Dowling\Sand
Patient participation directed enhanced service (DES) for GMS contract	 \\emis1714a\shared\ Sandra Dowling\Sand
National Association of Patient Participation	www.napp.org.uk

This report summarizes the work undertaken throughout 2013 – 2014 within Park Road Medical Practice in an attempt to engage more fully with our patients on issues that are important to them. The report details what patients told us were important to address, and what action the practice has taken regarding this feedback from our patients. The report starts with some information regarding the makeup of our practice population which we call our “profile”.

Practice Profile

Park Road Medical Practice is set approximately 3 miles outside of Newcastle City Centre. The practice has 4882 patients which is an increase of 54 patients on the same time last year. Approximately 17% of the practice population is aged over 65.

We have 49.51% of our patients being male and 50.50% being female. Our patients class themselves as mainly White British with a small % of our population being of other ethnicity.

We have 1.29% of our patients caring for a friend or family member which is an increase of 0.27% from this time last year, this is the second year in a row this figure has increased. We have a very small group of drug users and a nursing home and residential home within Battle Hill. 0.45% of our practice population is classed as having a learning disability.

A description of the Profile of the members of the Patient Reference Group

Practice Members

Name	Role	Profile
Sandra Dowling	Practice Manager	I joined Park Road Medical Practice as practice manager in April 1991. Previous to this I had 9 years experience in another local practice. I have covered a variety of different roles in general practice, from office junior, to reception team leader, and medical secretary.
Rachel Bailey	GP Partner	I joined the practice as a GP Salaried Assistant many years ago and in February 2009 there was an opportunity of becoming a partner which I accepted. I am the clinical lead for a variety of areas including patient communications.
Avril Cockburn	Reception Team Leader	I joined the practice as one of the reception team in October 1999 In June 2003 I was offered the opportunity of becoming reception team lead.
Nicky Todd	Treatment Room Nurse	I joined the practice in a new post as treatment room nurse in January 2006. I have many years experience as a nurse and I also work as a nurse at the practice's adopted nursing home.
Lucy Wheatman	Receptionist	I joined the practice as an apprentice in 2011. I have had a steep learning curve over these two years but have enjoyed increasing my responsibilities. I am part of the PRG to help represent our younger patients.

Patient Reference Group Members

The patient reference group was established during 2011/2012 and currently has 16 members all of whom are registered at the practice. The names and contact details of group members are held on a membership register. This equates to approximately 0.33% of the practice population.

The "profile" of our Patient Reference Group (our patients who agreed to give us feedback on the services we provide) is detailed below:

The Patient Reference Group membership has representation from the following groups:

- workers
- retired
- carers
- Patients with a disability
- Patients from most age groups (see graph below)
- Parents of small children

We have been unable to get representation from the following groups:

- Patients from other ethnic backgrounds
- Patients under the age of 16
- Patients with learning disabilities

As at 28/02/2014 the practice age/sex register looked as follows:-

Age groups	0-4	5-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85-89	90+	Totals
Males	156	329	224	313	342	370	305	220	115	34	9	2417
Females	133	294	254	355	368	305	308	226	132	52	38	2465
Totals	289	623	478	668	710	675	613	446	247	86	47	4882

In comparison to the practice population – the PRG

Age groups	0-4	5-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85-89	90+	Totals
Males						2		3	1			6
Females				2	2	3	1	1	1			10
Totals				2	2	5	1	4	2	0	0	16

In order to gain views from our adopted nursing home we are in the fortunate position as one of our nurses also works at Charlton Court and liaised with residents and their families regarding the reference group.

The practice took the following steps to ensure our Patient Reference Group is representative of the practice registered patients.

Practice Newsletters	 \\Emis1714a\shared\ \\Emis1714a\shared\ Practice\Website praPractice\Website pra
Flyer's in waiting room and attached to repeat prescriptions	 S:\Sandra Dowling\ Sandra documents\Pe
Patient in house presentation screen <i>(The actual powerpoint presentation is a very large file – therefore a copy of the slide has been attached)</i>	 \\emis1714a\shared\ Sandra Dowling\Sand
Practice website	www.parkroadpractice.co.uk/patientreference.htm
Practice leaflet	The practice leaflet was amended to include information regarding the patient reference group.

	<p>A copy of the leaflet is given to all new patients and can be viewed on the practice website at:</p> <p>Practice Leaflet</p>
Verbal invitation	<p>The PM verbally invited 2 patients to join the group following comments/concerns raised by them.</p> <p>The GPs verbally invited a couple of patients' during routine surgery.</p> <p>Reception staff also verbally mentioned this to patients' who had expressed an interest in practice activities.</p> <p>Dr Nicole McLean recruited 2 members</p>
Teenage Health Check invitation	<p>This programme has now been running for over a year. The practice has invited 60 patients on or around their 16th birthday. However, no acceptances of this invitation have been received.</p> <p>Received feedback that invitation was good by a young group and we are also participating the Your Welcome programme</p>

The practice opening hours are as follows:-

Monday 8:30am – 6:00pm
Tuesday 8:30am – 9:00pm
Wednesday 8:30am – 6:00pm
Thursday 8:30am – 6:00pm
Friday 8:30am – 6:00pm

The practice undertakes a weekly extended hours access surgery on a Tuesday evening. This is currently covered by two of the GP partners on a rota basis. A practice nurse is also available.

EVIDENCE DOCUMENTATION

Minutes of the meeting held on	Agenda - 19.7.2013
Minutes of the meeting held	Meeting - 28.2.2014
Key Priority Forms	Key Priority Forms The practice gave out over 200 key priority forms
Practice Survey	Printed Survey.pdf
Practice Survey Results	Survey analysis 2013-2014

Details and evidence of the steps taken to determine and reach agreement with the PRG on the issues which had priority and items to be included in the practice survey.

The PRG met twice during 2013/2014. The first meeting was on 19th July 2013 and the second 28th February 2014. A copy of the minutes of both of these meetings can be located on the evidence attachments.

During the meeting of the 19th July 2013 key priority areas were agreed as follows:

- 22.18% clinical care
- 48.5% getting an appointment
- 19.55% Opening times
- 7.89% Reception issues
- 1.88% Other

Over 200 short questionnaires were given to patients asking them to identify what their key priorities were. As a result of this the above information was gathered.

In order to obtain more detailed information from patients a survey was given to patients for one full month. Over 300 responses were received

A copy of the patient survey that was sent to patients in 2013/2014 can be located within the evidence documentation attachments.

The practice met with the PRG 28th February 2014 to discuss the results of the practice survey a copy of which can be located on the evidence attachment document. The practice discussed with the PRG that details of survey results were input into Survey Monkey, however due to technical difficulties survey monkey would only provide the practice with the first 100 results. Therefore the surveys had to be analyzed manually which resulted in a delay in the presentation of the results.

Distribution of Practice Survey

The practice sought to obtain the views of its registered patients by distributing a copy of the questionnaire to all patients attending the practice over a one month period. The survey was advertised on the in-house waiting room presentation screen as well as the practice website. Patients could choose to complete a hard copy format of the questionnaire or via an electronic link on the practice website. The survey was also advertised in the practice newsletter. Posters were also

placed on the outside of all consulting room doors during the time of the questionnaires.

Presentation of Findings of Survey

The practice presented the PRG with the findings of the local practice survey who were given an opportunity to comment during a meeting held on 28th February 2014. A copy of the minutes of this meeting can be viewed by accessing the information on the evidence attachment document. The PRG felt the overall results of the practice survey were similar to other practices and also previous years. No immediate suggestions or changes were made in relation to practice services as a result of the practice survey.

Action Plan

To date the practice has implemented the following:-

Dr Kerry Burnett has become the lead GP with overall responsibility for the GP Rota. Her role is to ensure that adequate clinical cover is available.

From February 2014 another new rota was devised. This has meant a change to the GP cover for the enhanced surgery. This is now shared between 2 GPs rather than being 1 GP responsibility.

The weekly monitoring of appointment availability still takes place.

The practice is working with the transformation and change team and they have recently undertaken an analysis of appointments which has highlighted the busiest periods last year.

As a direct result of the practice survey there was no immediate action plan devised. However the action plan agreed for 2014/2015 was as follows:-

- Evaluation of the PRG
- Production of information in relation to commissioning services
- Monitoring of RAC
- To work with North Tyneside Community and Health Care Forum
- Possible changes to local services due to Cramlington hospital
- Patient Group Meetings

Publicize Survey

- The results of the practice survey are available on the practice website.