

EASTFIELD MEDICAL CENTRE

PATIENT PARTICIPATION GROUP

ANNUAL REPORT

March 2013

BACKGROUND

Eastfield Medical Centre has approximately 7,500 patients providing care and services to patients within Eastfield and the surrounding area including holiday makers.

Details of the full range of services we offer are available within our practice leaflet which can be obtained from the medical centre or on our website. www.eastfieldmedicalcentre.co.uk

We have 5 GP partners and 2 associated GP's. We are also a training practice and work closely with the Hull and York Medical School to help provide Dr's for the future.

EASTFIELD MEDICAL CENTRE PATIENT PARTICIPATION GROUP (PPG)

Developing our reference group

In order to recruit patients to the Patient Participation Group (PPG) we originally produced poster and flyers that were distributed to local shops, chemists and the library and also within the surgery and on our practice website. Despite our efforts we received minimal response. We felt it was important to try to get representatives of a wide range of our demographics so we decided as a practice to develop a virtual PPG by putting a questionnaire on the practice website asking patients to become involved in our PPG.

This year we have been able to recruit additional members to our virtual group to complement our original membership.

We communicate with all our members via telephone and e-mail, as well as having face to face meetings.

Our practice population:

Age group	Male		Female	
0-44	2010	26%	1954	26%
45-64	986	13%	1056	14%
Over 65	717	9%	865	11%

Our Patient Participation Group

Age group	Male		Female	
0-44	2	25%	2	25%
45-64	2	25%	1	12%
Over 65	1	12%	0	

The only group that we don't currently have represented is female patients over the age of 65. We are actively looking to recruit a member to this group, and will consider advertising in the previously mentioned places.

Ethnicity Profile of the Practice

Our practice population is split as below:

White British 79.16%
 Irish 0.09%
 White and Black African 0.05%
 Asian 0.09%
 Indian/British Indian 0.06%
 Unknown 20.55%

Our group composition is:

White British 87.5%
 White and Black African 12.5%

Given the small no of patient representatives we feel that they reflect the ethnicity of our practice population.

Agreeing priorities for our practice survey

The group met in August to discuss this year's survey. Feedback suggested that the practice should build on the survey carried out last year and the questionnaire was drafted from members' feedback.

The main areas to be surveyed included:

A copy of the questionnaire can be found at Appendix A.

Conducting the survey and collating patient views

We carried out the survey over two weeks in March 2013 and were able to obtain a total of 142 completed questionnaires from patients who had consulted with a range of clinicians.

The results of the survey were:

Listed below is a selection of comments about things patients felt we did well.

Things patients thought were not so good

The general consensus of patients with regard to the building was that the majority thought that it was clean and tidy. Patients complimented the appearance of how staff were dressed and appreciated the

variation of the services available under one roof. There was also a positive comment regarding disabled access.

Suggestions for improvement of our service:

Agreeing an action plan with PPG based on the findings of the survey

The findings of the survey were distributed to the PPG members via email (as members were unavailable to meet), and the following was agreed and developed into an action plan:

The implementation of the action plan is ongoing and therefore the PPG will address the above issues and also introduce further areas for development as they arise.

This annual report is available on our practice website. A poster is visible in our waiting room advertising that our PPG 2013 report is available if patients request it. There are also copies available to take away. If patients require the report in a larger font this will be made available.

EASTFIELD MEDICAL CENTRE OPENING HOURS AND ACCESS ARRANGEMENTS

PRACTICE OPENING TIMES

MONDAY 7.30am – 6.30pm

TUESDAY 8.00am – 6.30pm

WEDNESDAY 8.00am – 6.30pm

THURSDAY 8.00am – 6.30pm

FRIDAY 7.30am – 6.30pm

TELEPHONE NUMBERS

APPOINTMENTS 01723 584690

ENQUIRIES & EMERGENCIES 01723 582297

PRESCRIPTIONS/RESULTS 01723 585777

When the practice is closed please ring 01723 582297 and you will be transferred directly to the emergency out of hours service.

WEBSITE

www.eastfieldmedicalcentre.co.uk

Also follow us on 'Twitter'

Appendix A

**EASTFIELD MEDICAL CENTRE
PATIENT QUESTIONNAIRE 2012/13**

Thank you for your help - we will use your answers to improve our Medical Centre for everyone.

Who have you seen today?

Usual Dr Nursing Team Available Dr Urgent Duty Team

Were you satisfied with your consultation today YES / NO

Are you familiar with the appointment system? YES / NO

In your opinion give us an example of something we do well

What is good about the organisation and or building?

Is there something that's not so good?

In your opinion has the surgery improved in the last year YES / NO

PLEASE TURN OVER

Do you have a suggestion for improvement?

How do you rate the performance of reception staff?

Poor Fair Good Excellent

Overall are you satisfied with the service we are offering YES / NO

Are you: Male Female

Please could you tell us your age group:

Under 25 25 – 49 50 – 64 65 – 74 Over 75

How often do you generally come to the Centre for an appointment?

Rarely 2-4 times a year Most months Most weeks

ONCE AGAIN WE THANK YOU FOR TAKING THE TIME TO COMPLETE OUR QUESTIONNAIRE