

Patient Participation Group Report**2011-2012**

This report summarises the development and outcomes of the Al-Shafa Medical Centre Patient Reference Group (PPG) in 2011/12. This report has been published on the practice website <http://www.al-shafamedicalcentre.co.uk>

It contains:

1. Profile of the practice population and PPG
2. The process used to recruit to our PPG
3. The priorities for the survey and how they were agreed
4. The method and results of the Patient Survey
5. The action plan that was agreed and how it was agreed
6. The progress made with the action plan
7. Confirmation of our opening times
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Profile of the Practice Population and PPG

The practice population of Al-Shafa Centre comprises of 7312 permanently registered patients (as of August 2011). This number can be broken down into 4287 male patients and 3025 female patients. The age / Sex bands of the patient population are as follows:

Age	Male	Female
0-9 years	789	425
10-19 years	647	630
20-29 years	805	481
30-39	711	440
40-49	615	349
50-59	340	339
60-69	205	168
70-79	120	127
80-89	71	59
90-99	9	7
100+	0	0

The ethnicity of the practice population is given as predominantly Pakistani (3879) with other ethnicities recorded as follows:

<u>Ethnicity</u>	<u>Number of patients</u>
Pakistani	3879
Bangladeshi	3302
Black	95
White	32
Irish	4
Chinese	0

The practice population remains fairly constant at Al-shafa with relatively low levels of temporary residents (9 temporary patients seen between April 2011 – August 2012).

PPG Profile

In late winter 2006 the practice began recruiting patients to the Patient Reference Group. As of August 2011 the PRG comprising of 4 members. Their age range from 30 to 65 years, the PPG group consists of a chair (Shahzad Zaman), vice chair (Denise Woods), Secretary (Zafar Ali).

The Process used to recruit to our PPG

We continued promoting our PPG throughout the year and are aware that the demographics of the group need to be representative of the practice population. As are a practice delivering to patients in the inner city area it is always challenging to recruit patients and hence have kept PPG membership open to all. We have found it especially challenging to reach to the female and the young people, especially the young female population (as this group rarely attend the surgery).

The priorities for the survey and how they were agreed

We continue to have a lively, enthusiastic PPG who meet on a monthly basis, along with two practice staff representatives. The group were very keen to identify priorities for a patient survey this year. Numerous topics were discussed at length, including the group to clarify and set areas of priority for the survey. The main areas of priority were awareness of the 'accesses, feedback on a proposed 'proposed walk-in clinics in the morning and reception desk and satisfaction with practice staff.

The method and results of the Patient Survey

Once the areas of priority had been established, the surveys were handed out to patients during the first week of October and in total 50 questionnaires were returned.

The action plan that was agreed and how it was agreed

The PPG and practice representatives met in November to discuss the outcomes of the patient survey, due to the transition and re-structuring period in the NHS there was no one to come from the PCT. PPG also decided we take slow steps and do action things which matter to patients and then slowly work around other areas in the survey. From these discussions an action plan was devised. The main actions were:

Action	Plan	Date of implementation
Access	The majority of patients who answered the survey appear happy with the system in its current format.	Therefore no changes will be implemented
Reception Desk	Needs to be open, to remove window or shutter	December 2011
Patient sitting area	Needs to be comfortable	March 2012
Satisfaction with Practice Staff	Two areas of concern were customer service. Practice staff went on a customer service training NVQ	December 2011

The progress made with the action plan

The summary of progress as of 2011-2012 is:

As outlined above the results of the patient survey were discussed by the PPG and Practice Managers at a meeting in November. In January the outcomes were discussed with the practice team.

Access – As a result of positive feedback from the patient questionnaire the system remain the same (Action complete)

Reception – The majority of patients were wrote in comments that they wanted the reception window to be removed and be open. This has been implanted. **(Action Complete)**

Patient Sitting area – We now have a comfortable sitting area **(Action complete)**

Practice Staff – Staff have been enrolled on on NVQ level 2 of customer services training
(Action Complete)

Confirmation of Our Opening Hours

Confirmation of our opening hours and the method of obtaining access to services throughout the core hours are as follows:

Reception times		Surgery times	
Monday:	08:00 - 19:00	09:00 – 13:30, 16:30 – 18:30	
Tuesday:	08:00 - 19:00	09:00 – 13:30, 16:30 – 18:30	
Wednesday:	08:00 - 19:00	09:00 – 13:30, 16:30 – 18:30	
Thursday:	08:00 - 19:00	09:00 – 13:30, 16:30 – 18:30	
Friday:	08:00 - 19:00	09:00 – 13:30, 16:30 – 18:30	
Saturday:	Closed	Closed	
Sunday:	Closed	Closed	

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