

## 2013-14 PATIENT PARTICIPATION REPORT

### NEW CROSS HEALTH CENTRE

<p>A description of the profile of the members of the PRG</p>	<p>There are 9 members of the Face to Face Group as follows:</p> <table border="1" data-bbox="587 427 1390 651"> <thead> <tr> <th>Age</th> <th>Female</th> <th>Male</th> <th>Ethnicity</th> </tr> </thead> <tbody> <tr> <td>16-24</td> <td>0</td> <td>0</td> <td></td> </tr> <tr> <td>25-40</td> <td>1</td> <td>0</td> <td>1 White Irish</td> </tr> <tr> <td>41-64</td> <td>3</td> <td>1</td> <td>3 White British 1 Other ethnic mixed origin</td> </tr> <tr> <td>65 &amp; over</td> <td>3</td> <td>1</td> <td>1 Not provided 3 White British</td> </tr> </tbody> </table> <p>There are 16 members of the Virtual Group made up as follows:</p> <table border="1" data-bbox="587 741 1390 1240"> <thead> <tr> <th>Age</th> <th>Female</th> <th>Male</th> <th>Ethnicity</th> </tr> </thead> <tbody> <tr> <td>16-24</td> <td>0</td> <td>0</td> <td></td> </tr> <tr> <td>25-40</td> <td>4</td> <td>3</td> <td>2 Black or Black British (African) 1 Mixed White &amp; Black Caribbean 1 White Irish 1 Asian or Asian British (Pakistan) 1 Not provided 1 Chinese or other (any other)</td> </tr> <tr> <td>41-64</td> <td>4</td> <td>2</td> <td>1 Black or Black British (Caribbean) 4 White British 1 Black or Black British (African)</td> </tr> <tr> <td>65 &amp; over</td> <td>0</td> <td>3</td> <td>3 White British</td> </tr> </tbody> </table>	Age	Female	Male	Ethnicity	16-24	0	0		25-40	1	0	1 White Irish	41-64	3	1	3 White British 1 Other ethnic mixed origin	65 & over	3	1	1 Not provided 3 White British	Age	Female	Male	Ethnicity	16-24	0	0		25-40	4	3	2 Black or Black British (African) 1 Mixed White & Black Caribbean 1 White Irish 1 Asian or Asian British (Pakistan) 1 Not provided 1 Chinese or other (any other)	41-64	4	2	1 Black or Black British (Caribbean) 4 White British 1 Black or Black British (African)	65 & over	0	3	3 White British
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<p>The steps taken to ensure that the PRG is representative of our registered patients and where a category of patients is not represented, the steps we took in an attempt to engage that category</p>	<p>This is year 3 and we are satisfied that the PRG is as representative as possible. We are always trying to recruit more members to the group and use the following methods to do this:</p> <ul style="list-style-type: none"> <li>Posters</li> <li>Leaflets</li> <li>Website</li> <li>Patient text messaging</li> <li>Poster and Leaflets given to the staff of the local Residential Home and Mental Health Hostel.</li> <li>When making a routine visit the clinical member of staff has discussed the group with residence</li> <li>We have invited a member of staff from the local Residential Home to join the PRG, but so far they have declined.</li> </ul>																																								
<p>Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey</p>	<p>The Practice met with the face to face Patient Group on eight occasions between 1<sup>st</sup> April 2013 and 31<sup>st</sup> March 2014. The minutes from these meetings were emailed to the Virtual Patient Group and published on our website.</p> <p>The format for this year's questionnaire was discussed at meetings on the 2<sup>nd</sup> of October and the 6<sup>th</sup> of November. At the meeting on the 6<sup>th</sup> November it was decided by the group that we would use the same questions in this year's survey to see if we could compare the results. The minutes from these meetings and a draft questionnaire were emailed to the Virtual Patient Group with a request for their comments. Also the</p>																																								

	minutes of the meetings were published on the practice website. For details of issues raised please see Action Plan.
The manner in which we sought to obtain the views of our patients	We met with the face to face PRG to obtain their views. Minutes of all meetings were emailed to the Virtual group with a request for their views. We published the minutes of all our meetings on our Website and asked for comments and suggestions.
Details of the steps taken by the practice to provide an opportunity for the PRG to discuss the contents of the action plan	The Practice met with the PRG face to face group to discuss the findings of the survey and agree an action plan on the 5th of March. The minutes of the meeting were emailed to the Virtual Group together with a copy of the proposed action plan for their comments.
Details of the action plan setting out how the finding or proposals arising out of the local practice survey can be implemented and, if appropriate, reason why any such findings or proposals should not be implemented.	We are publishing a copy of our Action Plan which details actions we can implement. 1. We are approaching our telephone system provider to request a queuing system. We are changing our appointment system to offer an equal number of book ahead and book on the day appointments. 2. We will continue to promote this service to existing and newly registered patients. 3. Continue to use text messaging 5. Offer training to staff and ensure patients are aware that they can have a longer 20 minute appointment where necessary. 7. We are going to change chairs the chairs in the practice to enable washing. We will find out if anything can be done about lights.
A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey	We have published statistics relating to the findings of our local practice survey on our website and displayed statistics and proposals arising out of our survey on the waiting room notice board.
Changes we intend to take as a consequence of discussions with the Patient Representative Group in respect of the results, findings and proposals arising out of the local practice survey	Please see action plan

ii. where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2014, has taken on issues and priorities as set out in the Local Patient Participation Report

1. We have improved the patient experience of EMIS Access on line. An increasing number of patients are booking on line and ordering repeat prescriptions. All patients registering with practice are offered this facility. We feel this is also because our staff have a better understanding of EMIS Access, and are, therefore, able to assist patient who have problems.
2. We think that the sign at the entrance indicating that there is a bell for those patients who have difficulty using the lift to alert the receptionist has been successful.
3. We changed the time that patients can book on the day appointments. The cleanliness of the stairwell and waiting area has improved. Staff make regular checks and pick up any rubbish that has been left.

The opening hours of the practice premises and the method of obtaining access to services throughout the core hours and extended hours arrangements (the times at which individual healthcare professionals are accessible to registered patients).

The Practice is open for 51.5 hours per week 8.30 to 6.30 Monday, Tuesday, Wednesday, Thursday and Friday. Extended hours are from 6.30pm to 8pm on a Tuesday when a doctor and nurse are available. During these times patients are able to register with the practice. They can come to the surgery to make an appointment, telephone or make an appointment on line. Patients are also able to request repeat prescriptions on line.

**Doctors' Surgery Hours**

Monday	9am-12.30pm	3pm-6pm
Tuesday	9am-12.30pm	3pm-8pm
Wednesday	9am-12.30pm	3pm-6pm
Thursday	9am-12pm	3pm-6pm
Friday	9am-12.30pm	3pm-6pm
Saturday	SELDCO COVER	SELDOC COVER
Sunday	SELDOC COVER	COVER

**Nurses' Clinic Hours**

Monday	9am-1pm	2pm-6pm
Tuesday	11am-1pm	2.30pm-4pm 5pm-8pm
Wednesday		
Thursday	9am-12pm	4pm-6pm
Friday	9am-12pm	2pm-6pm