

**Manor Park Medical Centre**  
**Local Patient Participation Year End Report 2013**

Members for the Patient Participation Group were recruited in the following way:-

Verbally  
Notice board in the waiting room  
Practice Website  
Leaflet / Handouts

Unfortunately we have been unable to recruit patients from all differing ages and backgrounds to the group at present, the practice has endeavoured to recruit patients in the above manner and will continue to do so.

Profile of PRG members

60 +	40%
45 to 60	30%
35 – 45	30%

Male 20%  
Female 80%

Patient Group Meeting was held and the patient survey questions discussed and prioritized (minutes of meeting and patient survey questions Patient Participation Group – [manorparkmedicalcentre.co.uk](http://manorparkmedicalcentre.co.uk) - website)

Meeting to approve to questions prior to publishing (minutes of meeting and approve survey Patient Participation Group - [manorparkmedicalcentre.co.uk](http://manorparkmedicalcentre.co.uk) - website)

Patient Survey published on website and distributed in surgery.

Most of the patient survey results extremely positive (see full survey below) for example:-

Your level of satisfaction with the practices opening hours  
98% fair to Excellent

Respect shown for your privacy & confidentiality  
85% fair to Excellent

Manner in which you are treated by the reception staff  
92% Fair to Excellent

**Negative responses for example:-**

Ease of contacting the practice on the telephone 90% Fair to Excellent

The patients opportunity for making compliments or complaints to this practice about the services and quality of care 89 %

### **Action plan**

Negative results:-

The patients group discussed the issue of opening hours to improve access. It was agreed that there is a wide range of appointment times already at the surgery. From 8-30am throughout the day until 5-30pm (including lunchtime appointments). Extended hours on Thursday mornings 6-45 to 8-00am and Saturday mornings 9-00am to 11-00am this allowed for working patients and patients unable to attend during "office hours" the facility to see a GP's at a range of times. It was agreed that the practice should promote the opening times on the notice board, on the website and small cards with the information on opening times on attached to prescriptions and available on the reception desk. It was felt by the patient group that the surgery offered a reasonable timed service and possibly a lack of communication was the issue. Timescale: two weeks.

The group discussed patients' opportunity for making compliments or complaints to this practice about the services and quality of care. The practice agreed to advertise the opportunity to complain and compliment the practice more liberally. The practice is to arrange for posters and a larger sign is to be displayed informing the patients how they may complain or compliment the practice. Timescale: two weeks.

Although the results of the questionnaire were high in their % of fair to excellent regarding the question "The manner in which you are treated by the reception staff ", the patient group felt improvements could be made in this area. The practice manager confirmed that the staff regularly received training in this area. A further session in customer care training for all reception staff to be arranged. Timescale: 3 months.

Ease of contacting the practice on the telephone 90% Fair to Excellent  
There is some level of dissatisfaction on this point. There has been a discussion with the patient group around the cost of the calling waiting service. If there is a telephone waiting service in place the caller pays to wait on the line until a receptionist becomes available. The patient is paying for the telephone call to wait for a receptionist to become available. It was decided to survey patients in the autumn to obtain further view points.

Respect shown for your privacy & confidentiality 93% fair to excellent. The patient group expressed concerns about patients being overheard at the reception desk. At present there is a notice above reception desk that states an interview room is available for patients' confidentiality. To communicate

this information the suggestion to add this information to the opening hours slip was agreed. Time scale two weeks.

Report to be posted on Patient Participation Group - manorparkmedicalcentre.co.uk - website)

The PPG plans to complete a further patient survey in the autumn of 2013. Information regarding opening hours and extended hours are on the practice website - manorparkmedicalcentre.co.uk

Details of the survey and results are displayed on the Practice Notice Board in surgery and on the website. PPG are minuted.

Patients comments can be viewed on the surgery notice board.

### **Next Steps**

Manor Park Medical Centre is committed to improve the service offered to patients. We are proud of the service we provide and will continue to endeavour to meet all p

Patient needs. Working closely with the patient participation group the partners and staff are able to gain an insight to the patient experience and will continue to develop the services wherever possible.

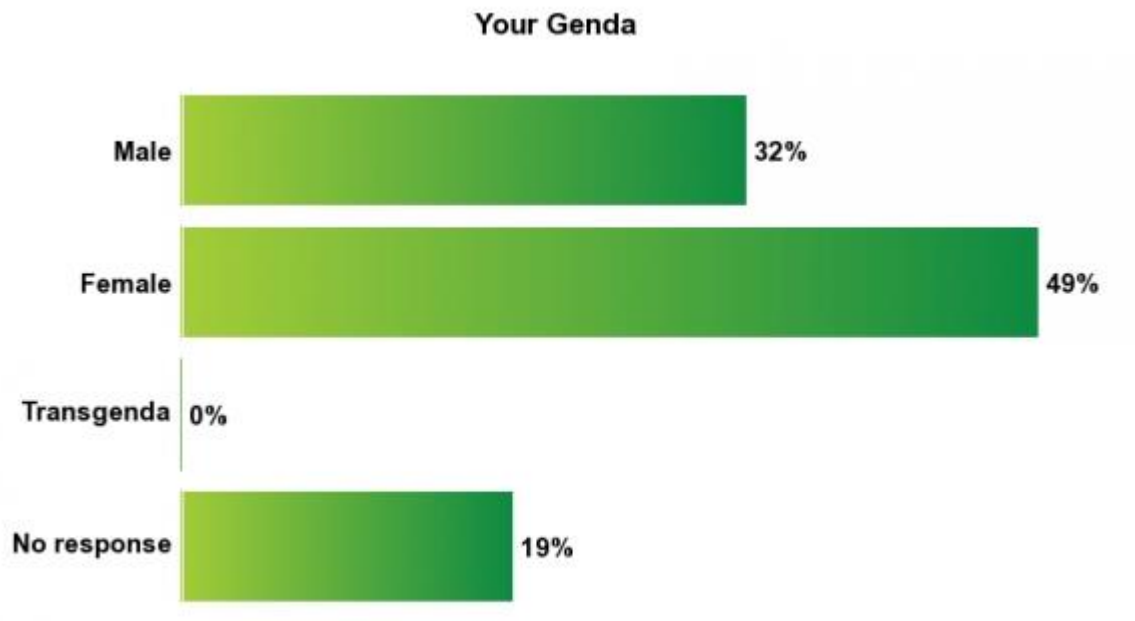
Survey Results



MANOR PARK MEDICAL CENTRE  
Patient Participation Survey 2012/13



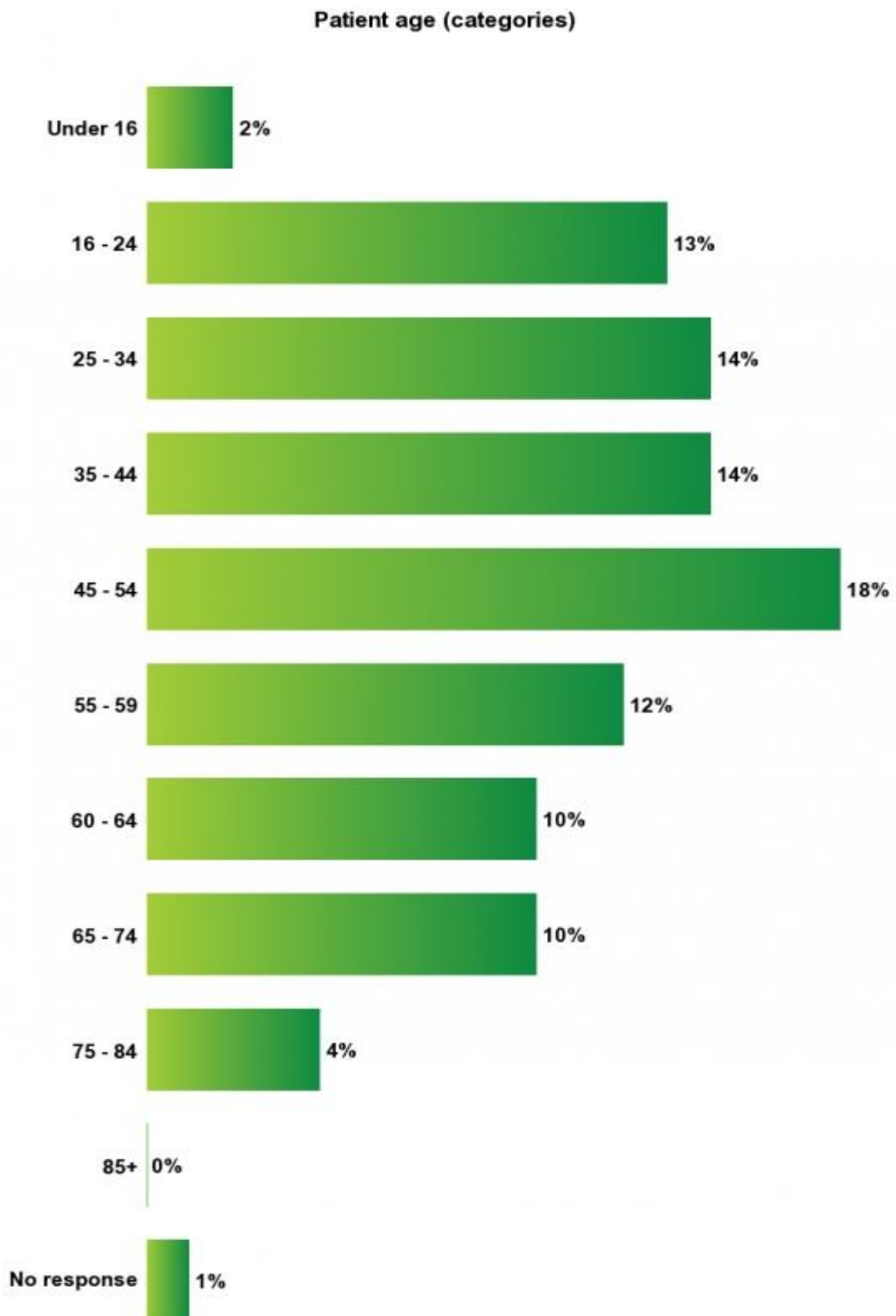
Question 1: Your Genda



Base: 90

Type your comments here...

Question 2: Patient age (categories)



Base: 90

Type your commentary here...

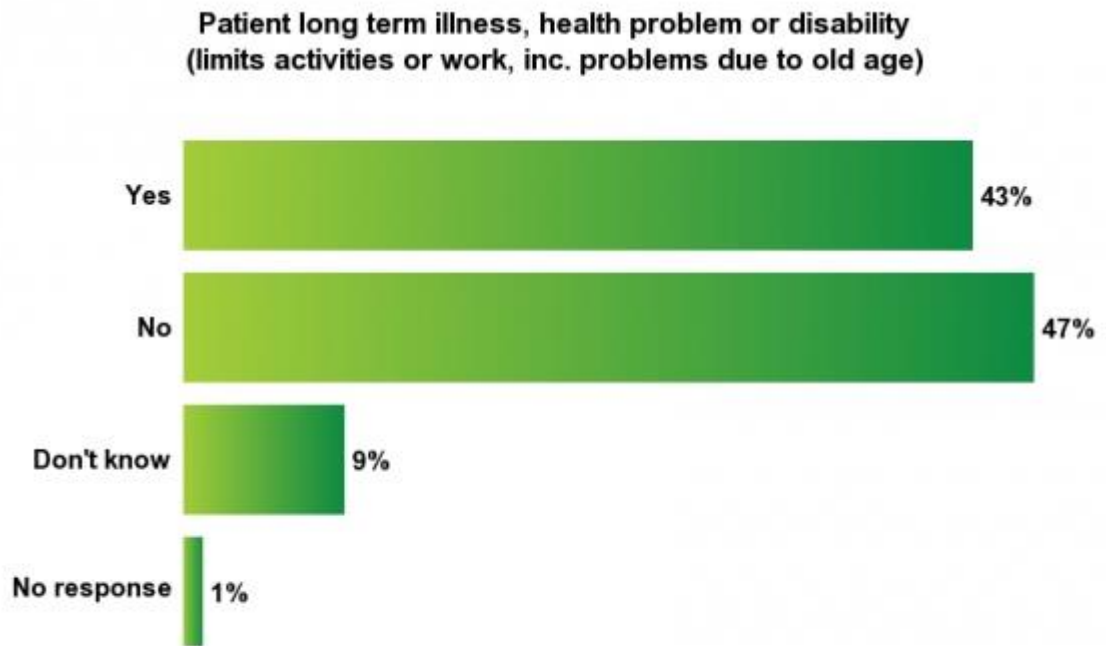
### Question 3: Patient ethnic background



Base: 90

Type your commentary here...

Question 4: Patient long term illness, health problem or disability (limits activities or work, inc. problems due to old age)

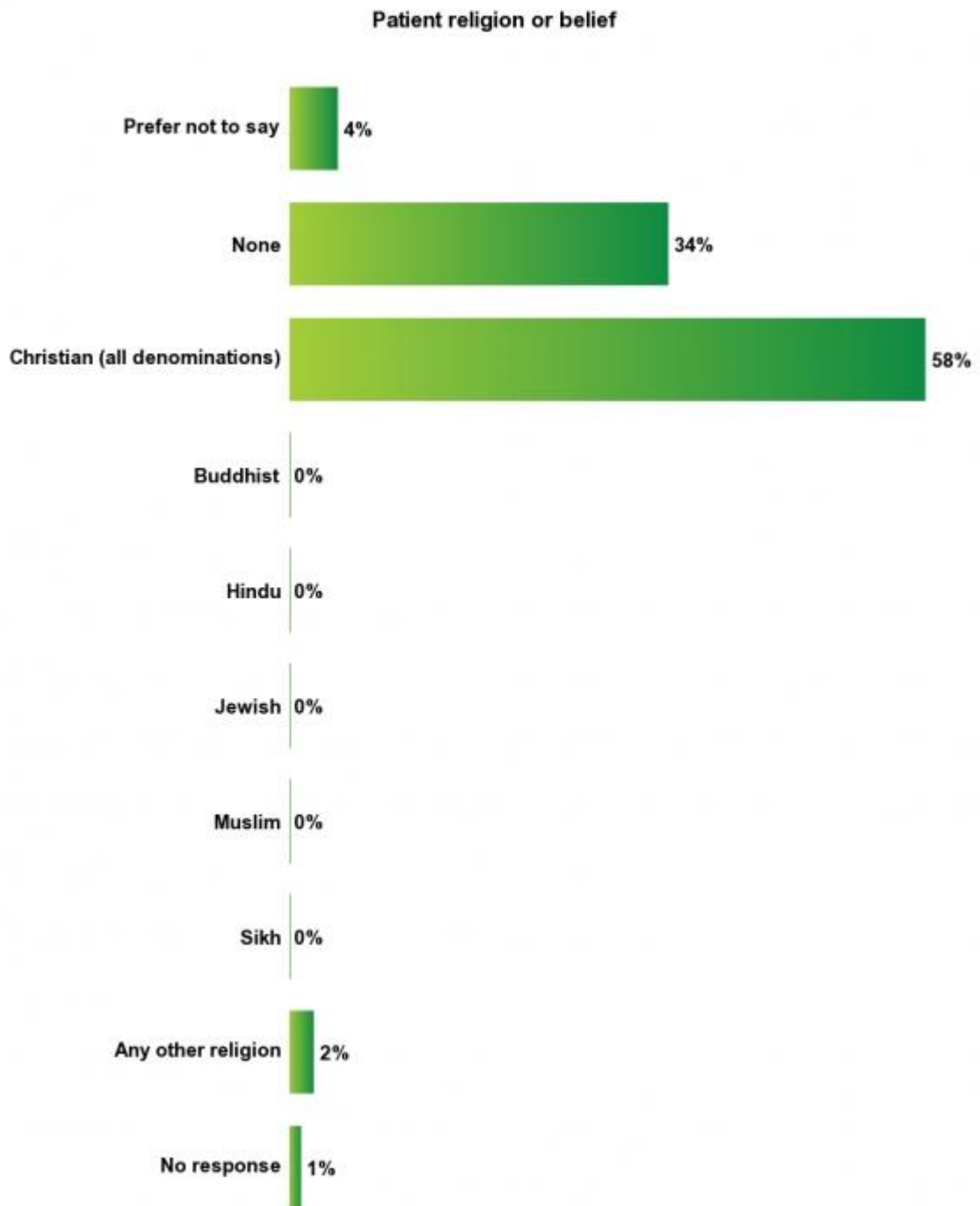


Base: 90

Type your commentary here...



Question 5: Patient religion or belief

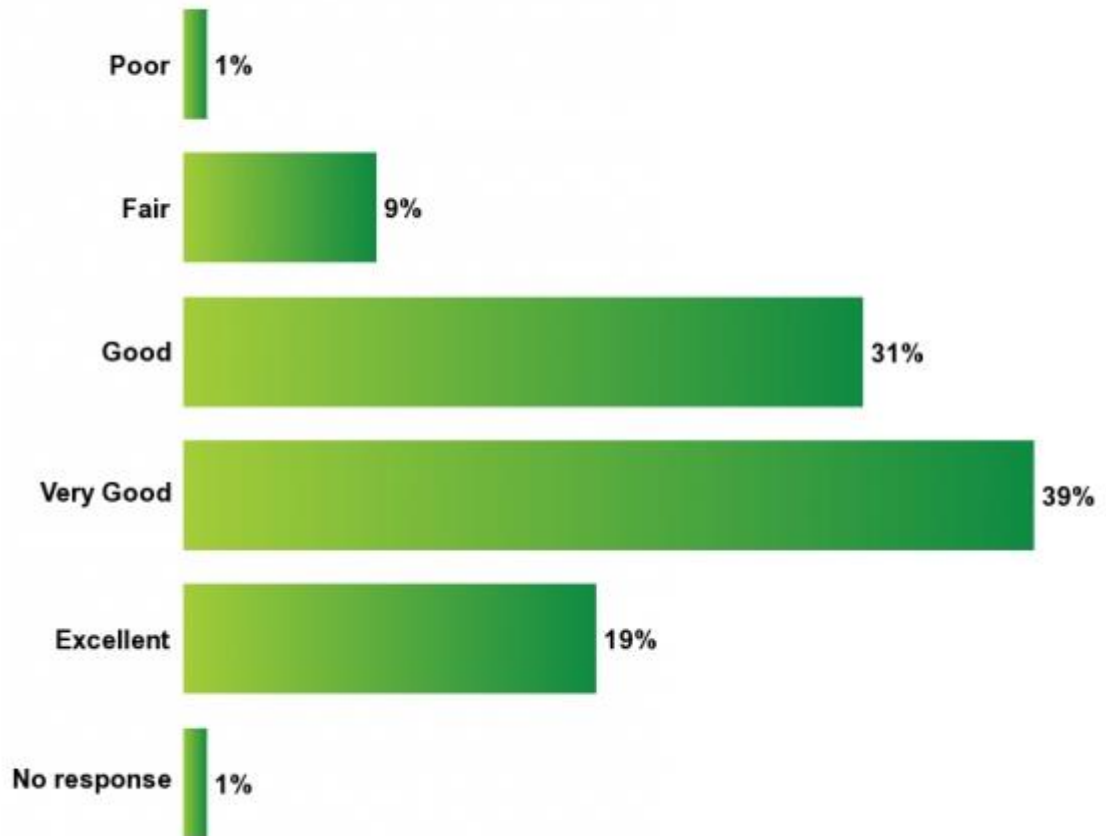


Base: 90

Type your commentary here...

Question 6: Your level of satisfaction with the practise's opening hours

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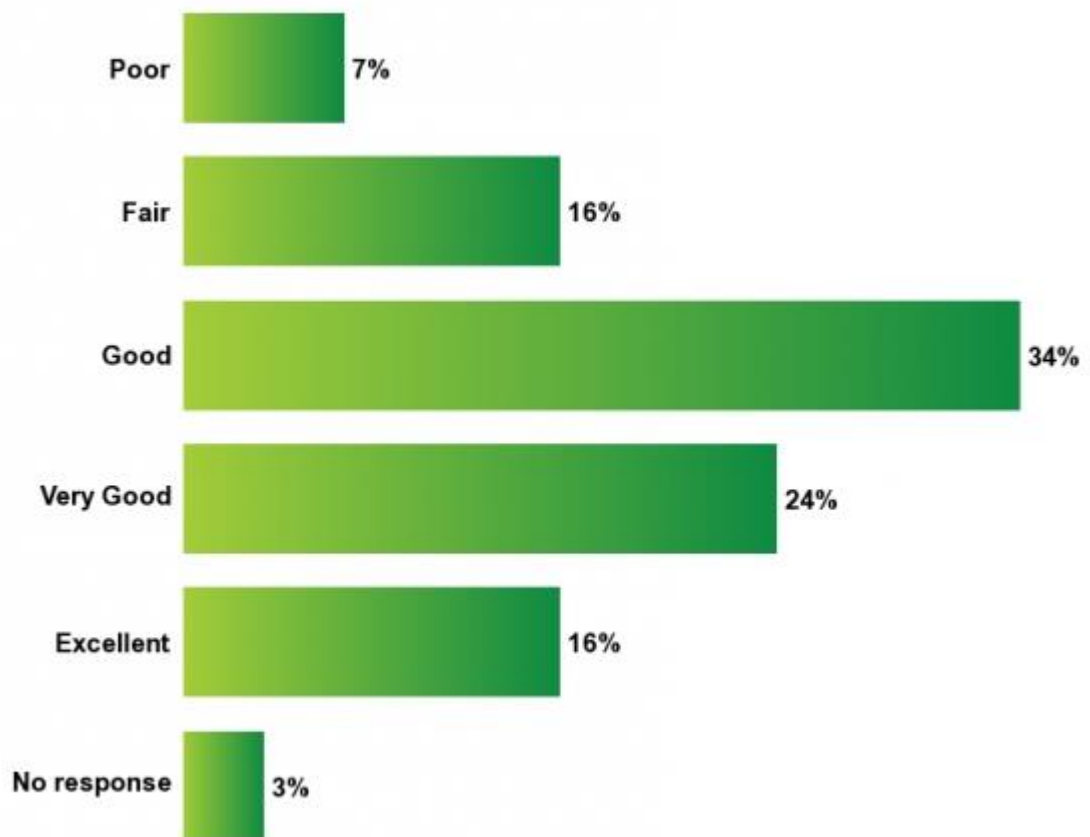


Base: 90

Type your commentary here...

Question 7: Ease of Contacting the practice on the telephone

Ease of Contacting the practice on the telephone

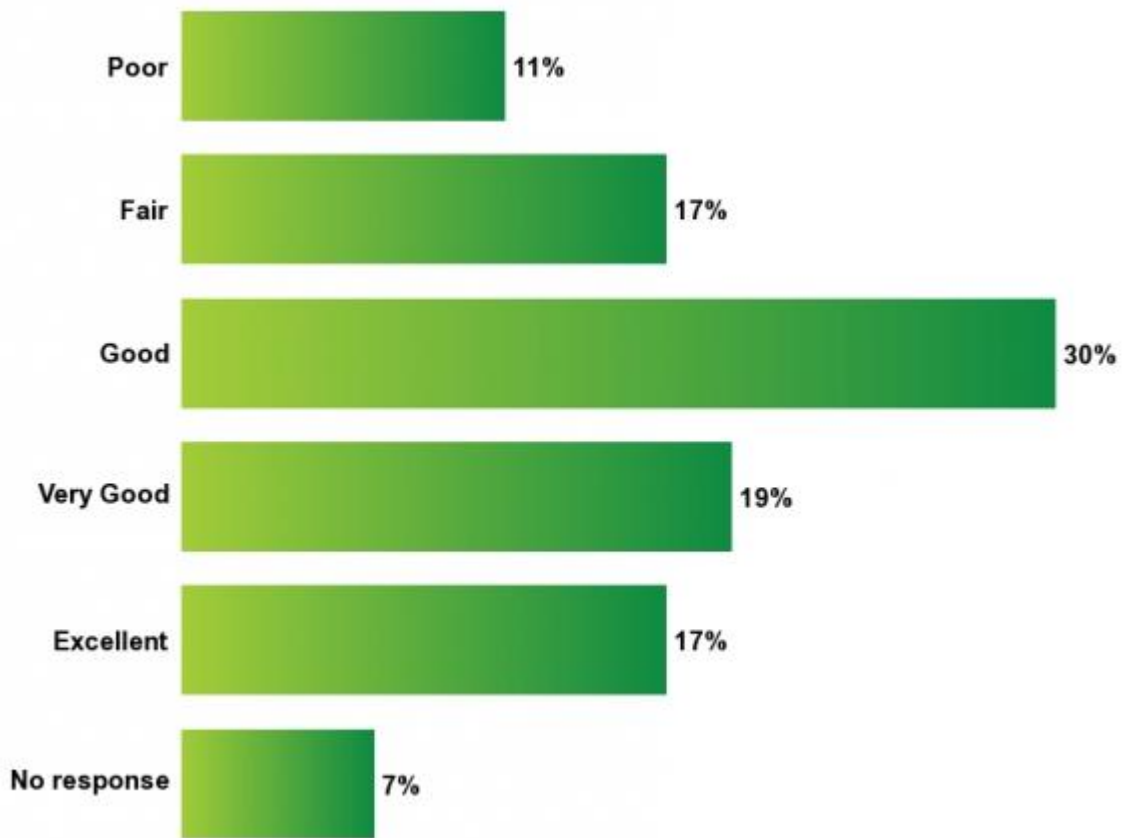


Base: 90

Type your commentary here...

Question 8: Chance of seeing a Doctor/Nurse within 24/48 hours

Chance of seeing a Doctor/Nurse within 24/48 hours

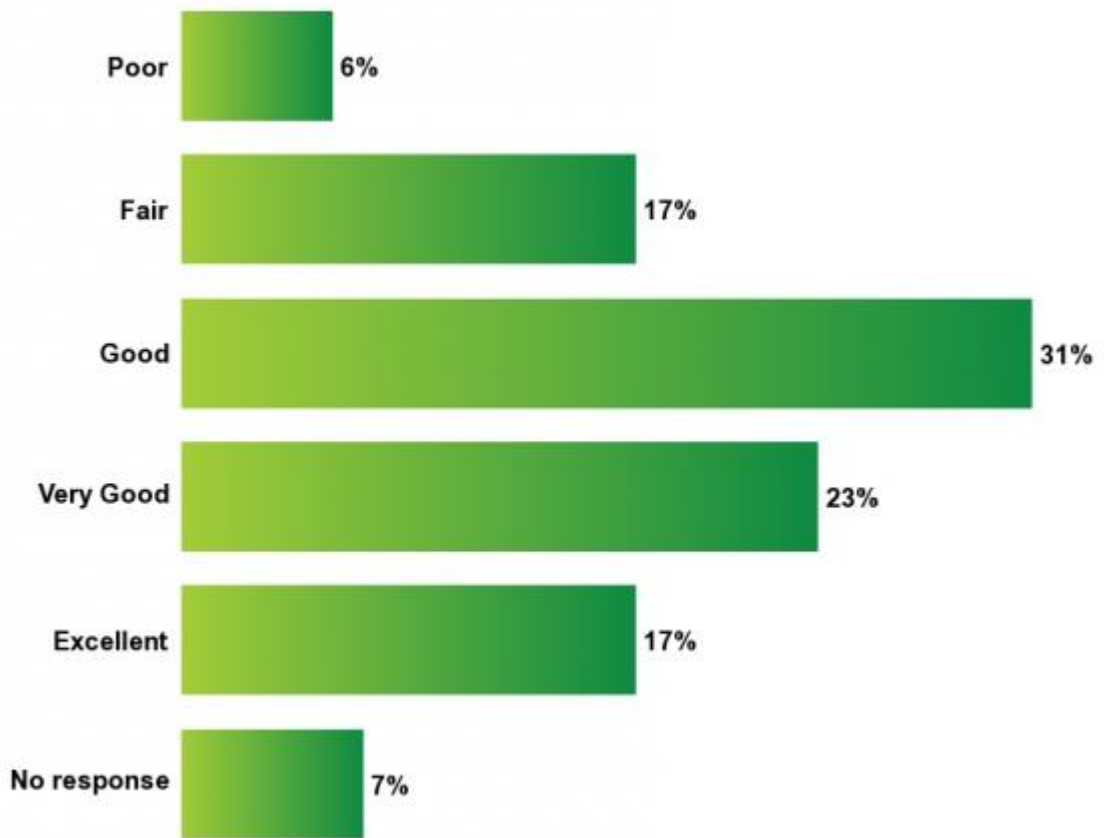


Base: 90

Type your commentary here...

Question 9: Chance of seeing the Doctor/Nurse of Your Choice

Chance of seeing the Doctor/Nurse of Your Choice

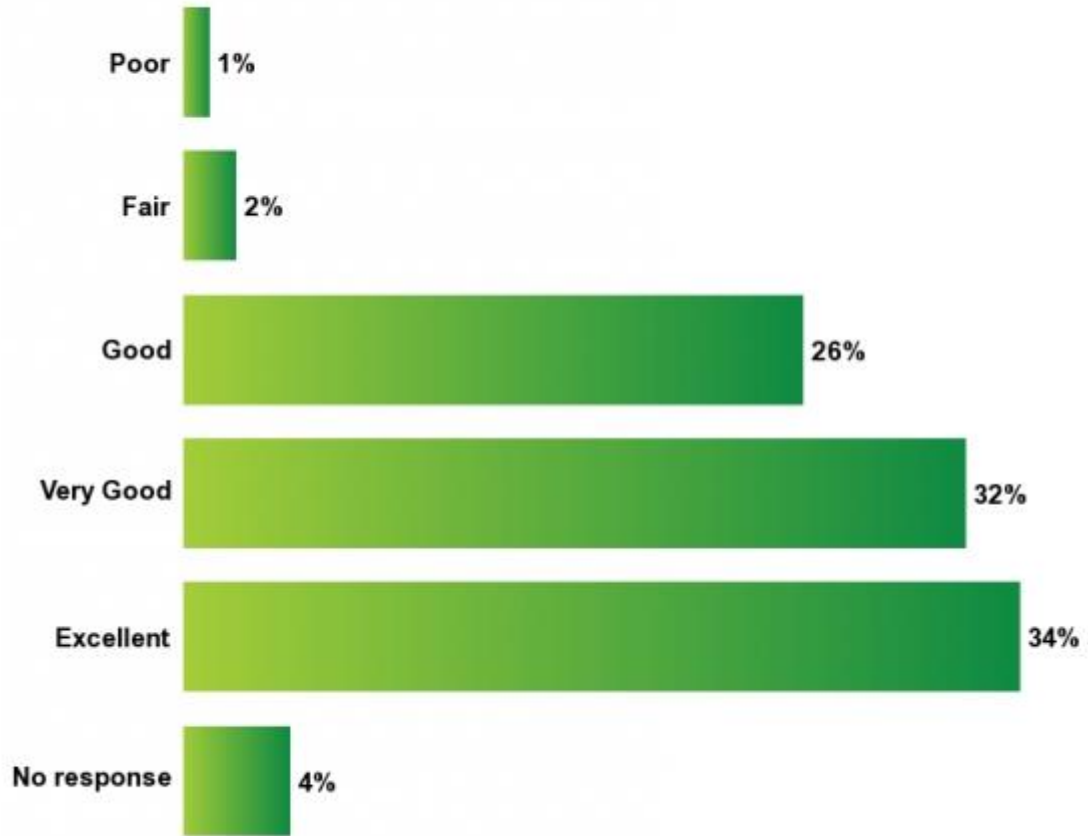


Base: 90

Type your commentary here...

Question 10: The manner in which you were treated by the reception staff

The manner in which you were treated by the reception staff

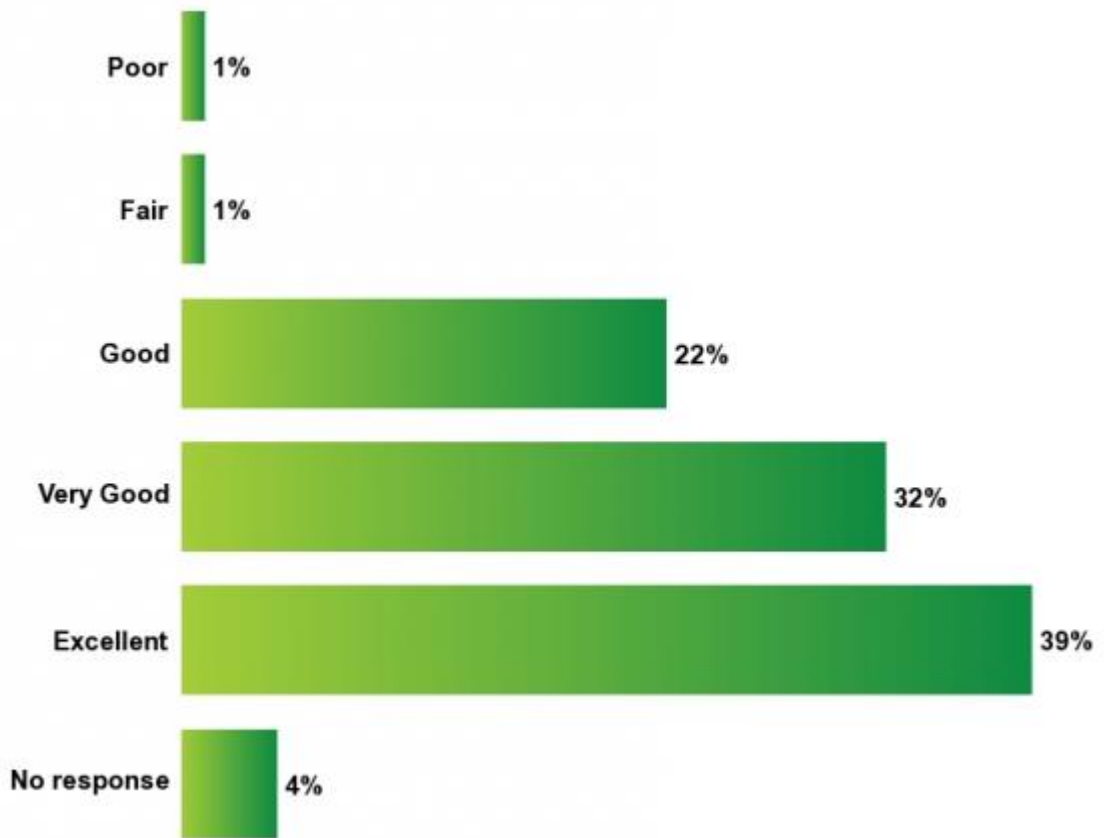


Base: 90

Type your commentary here...

Question 11: Respect shown for your privacy & confidentiality

**Respect shown for your privacy & confidentiality**

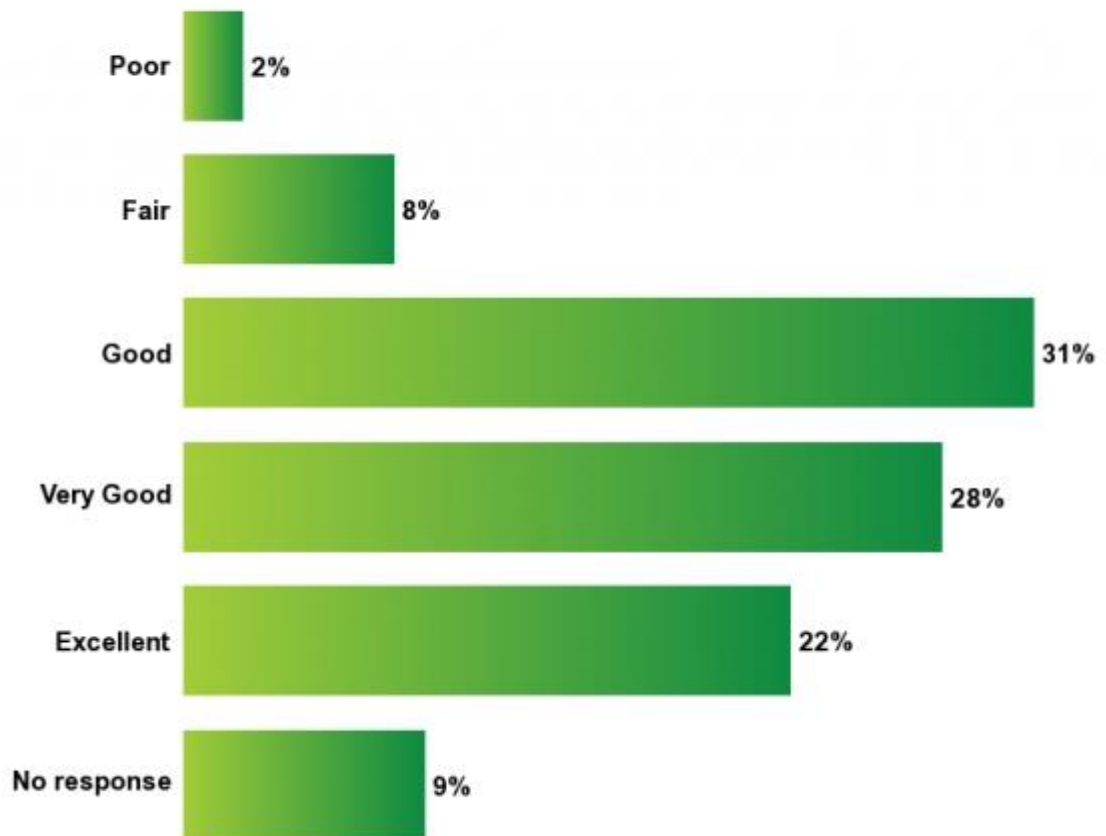


Base: 90

Type your commentary here...

Question 12: The opportunity for making compliments or complaints to this practice about its services and quality of care

The opportunity for making compliments or complaints to this practice about its services and quality of care



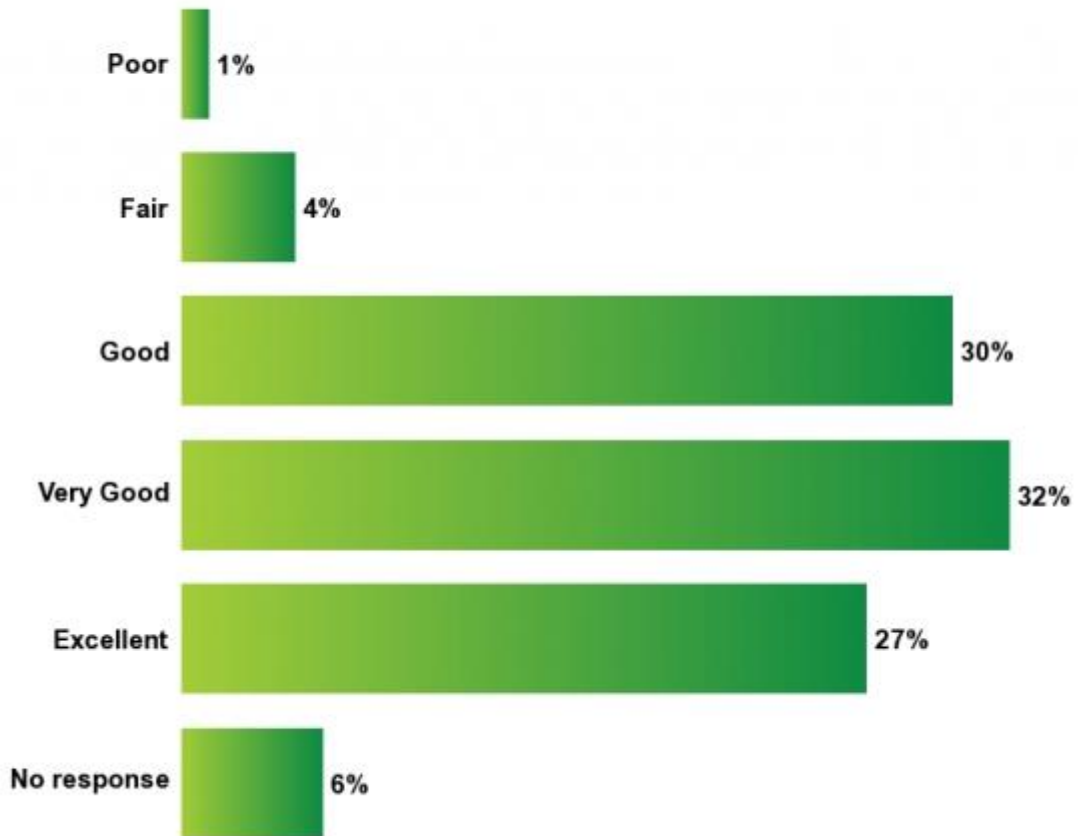
Base: 90

Type your commentary here...



Question 13: The Information provided by this practice about how to prevent illness and stay healthy(eg. Alcohol use, risks of smoking, diet habits)

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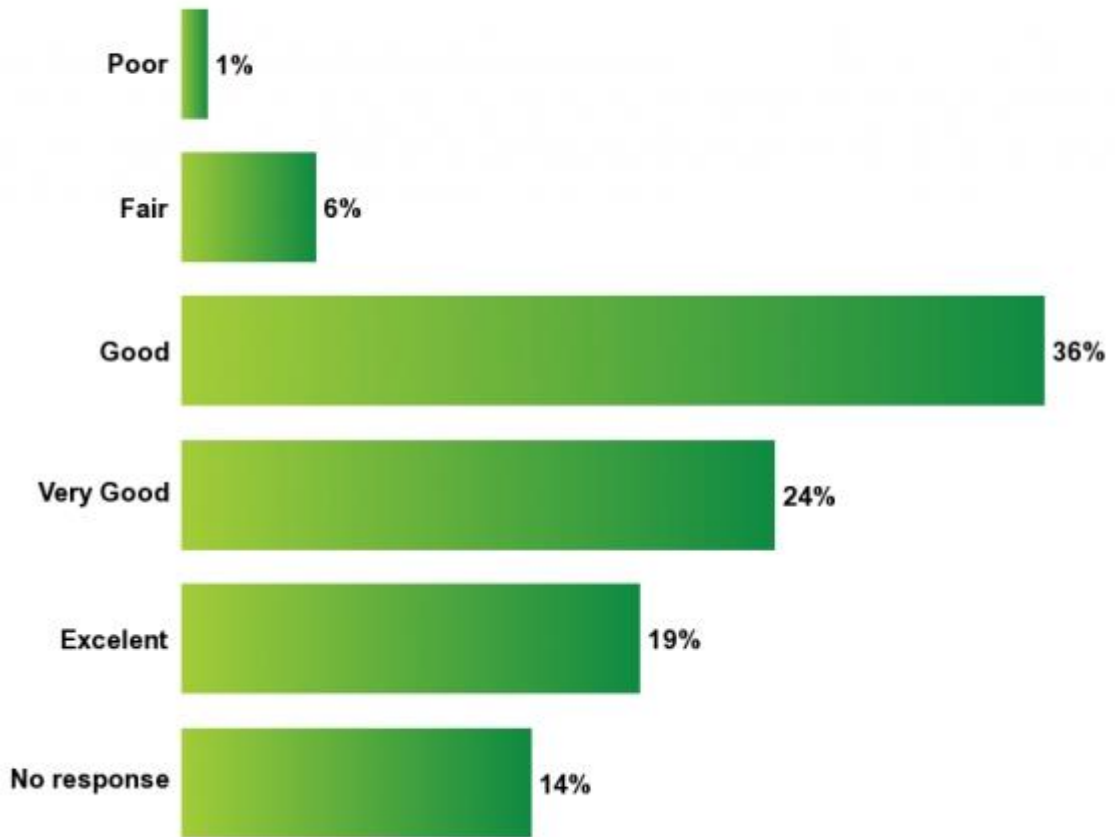


Base: 90

Type your commentary here...

Question 14: The practice's respect of your right to seek a second opinion or complimentary medicine was....

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Base: 90

Type your commentary here...