**STOKE ALDERMOOR MEDICAL CENTRE**

**DR P AGGARWAL**

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| **Local Patient Participation Report 2011/12** |
| The practice has two GPs and a full time Practice Nurse. We have a patient list size of approximately 4000 patients.  We are keen to involve our patients in the development of the practice and have a say in the way the surgery is run and the services being provided in our local community. With that in mind we formed a Patient Panel group in 2002 which has changed and evolved over the years.  Now we have an active Patient Reference Group (PRG) consisting of 14 members who meet two to three times a year with doctors and practice staff. Our current group is comprised of people of various ages from 26 to 72 years old and are from varied cultural and ethnic backgrounds. We have members that have been diagnosed with long term conditions, some have young families and are carers, and others are currently looking for work and some work part/full time. We feel our PRG is fairly representative of our practice population but we are keen to welcome new members and we have posters on the surgery notice board requesting anyone interested to contact the Practice Manager. New members may also express their interest through this website. Please go to Home page then About Us then Patient Participation and click on the link “Join patient reference group’.  The PRG last met on 31st January 2012 to discuss the results of our General Practice Assessment Questionnaire. All patients attending the surgery during a two week period in November 2011 were invited to fill out the questionnaire. In October 2011 The PRG all agreed on using the GPAQ Version 3 Questionnaire this year as it includes questions regarding methods used by patients to book appointments and asks for the ways patients would prefer to use to book appointments. It also allows patients to comment on service received from the Practice Nurse and the doctors.  **Surgery Opening Hours**:  Monday 8:00am – 6:30pm  Tuesday 8:00am – 7:00pm (extended hours surgery)  Wednesday 8:00am – 8:00pm (extended hours surgery)  Thursday 8:00am – 6:30pm  Friday 8:00am – 6:30pm  Saturday & Sunday CLOSED  **Patient Participation Action Plan 31st January 2012**   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Survey Findings** | **Agreed Action** | **Action by who** | **Action by when** | **Expected Completion date** | | Booking Appointments  It was acknowledged whilst a large proportion of patients (86%) prefer to book appointments via the telephone there is a significant number (19%) who would prefer to book on line. | Make a certain number of pre-bookable appointments available for booking on line. | Practice Manager to make enquires with the view of setting this up through the newly installed EMIS Web computer system. | July 2012 | Dec 2012  Dependent on EMIS Web. | | Waiting times  Sometimes congestion at the reception window.  33% of our patients waited less than 10 minutes before being seen by a clinician but 14% waited more than 30 minutes. | Discussed the introduction of an Automated Arrival System so patients need not queue just to announce their arrival  It was noted that people waiting more 30 minutes may be those without appointments and arriving as emergency extras. | Practice Manager to make enquires with the view of installing an Automated arrival system compatible with existing software.  Practice to re-audit waiting times taking this into account. Survey did not differentiate between patients with and without appointments. | May 2012  July 2012 | Dec 2012  Dependent on EMIS Web  August 2012 | | Opening hours  18% of patients would like appointments before 8.30am  9% at lunch time  27% after 6:30pm  23% on Saturday  14% on Sunday | Practice to consider making some appointments available before 8.30am with a GP and Nurse.  GPs to discuss weekend opening. | Next Meeting scheduled for July 2012 | No date as yet | No date as yet | | Increasing communication  with patient using new technologies  PRG was of the view surgery should have processes to send text message reminders for appointments and certain reviews and procedures e.g. Flu Jab, asthma checks. | Process available through EMIS Web. Enquires to be made. | Practice Manager | July 2012 | Dec 2012  Dependent on EMIS Web | |