**STOKE ALDERMOOR MEDICAL CENTRE**

**DR P AGGARWAL**

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| **Local Patient Participation Report 2013** |
| The practice has two GPs and four part time Practice Nurses specialising in various Long Term Conditions (for example Diabetes, Asthma, Hypertension). We have a patient list size of approximately 4250 patients. Approximately half of the practice population reside around or in the neighbouring areas surrounding Stoke Aldermoor. The rest are registered from various other parts of Coventry and Warwickshire.  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 always 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’.  . In October 2011 The PRG all agreed on using the GPAQ Version 3 Patient Questionnaire for carrying out our annual patient survey and in August 2012 it was agreed the same version would be used again. GPAQ V3 questionnaire incorporates 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 services received from the Practice Nurse and the doctors. All patients attending the surgery during a two week period in November 2012 were invited to fill out the questionnaire. The PRG met on 14th March 2013 to discuss the results of our General Practice Assessment Questionnaire. Summary of our discussions and agreed Action plan for the future are have been noted in the table below.  **Patient Participation Action Plan 14th March 2013**   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Survey Findings** | **Panel Discussion** | **Action Agreed** | **Action by who & when** | **Expected Completion date** | | Booking Appointments  It was acknowledged whilst a large proportion of patients (88%) prefer to book appointments via the telephone there is a significant number (7%) who would prefer to book on line.  Getting through to the Practice  85% of our patients said it was easy or fairly easy to get through to the Practice and 80% said it was easy or fairly easy to speak with a doctor or nurse on the telephone.  Be able to see GP of choice  90% of our patients said they are able to see their preferred GP on the same or next day.  Waiting times  12% of patients said they wait more than 30 minutes  Opening hours  **93% patients were happy with opening times.**  From the patients who were not satisfied with opening hours  7% would like appointments before 8.30am  20% at lunch time  27% after 6:30pm  40% on Saturday  7% on Sunday | Continue with current system of having a certain number of pre-bookable appointments, available for booking via the telephone or in person.  Look to developing an ‘on line’ appointment system as this will be the way of the future.  A minimum of two members of staff are on duty throughout the day and thus there is someone manning the phone at all times and this has been reflected in survey results.  Practice commended for this  This is an improvement on last year.  Patients satisfied with opening hours greatly outweigh the number indicating opening hours are not convenient. Panel felt GPs are giving a good selection of times with the option of late night surgeries | Continue as before.  Practice Manager to make enquires  Continue as before.  Doctors and Nurses telephone consultations increased from half hour to one hour per day.  Continue as before  Introduce Nurse led triage of all walk in or extra patients.  Continue as before but Practice Manager to discuss results with GPs and will feedback to PRG at next meeting | Practice Manager  August 2013  Practice Manager to set up sessions  April 2013  GPs and Practice Manager to include in agenda for next practice meeting  April 13  Pracitce Manager  May 12 | Not Known  April 2013  August 13  August 13 |   **Surgery Opening Hours**:  Monday 8:00am – 6:30pm  Tuesday 8:00am – 7:00pm (Extended Hours surgery, GP available 4-7pm & Nurse 3-6pm)  Wednesday 8:00am – 8:00pm (Extended Hours surgery, GP available 5-8pm & Nurse 4-7pm)  Thursday 8:00am – 6:30pm  Friday 8:00am – 6:30pm  Saturday & Sunday CLOSED  **Patients may contact the surgery by phone (02476 636972) or in person to book appointments during the opening hours shown above**. |