

Deane Clinic – P82660

Patient Participation DES

Local Patient Participation Report

Practice Population Profile:

Show how the practice demonstrates that the PRG is representative by providing information on the practice profile:

Practice population profile	%	PRG profile	%	Difference
		AGE		
% Under 15	25	% Under 15	1	-24
% 16-44	49	% 16-44	57	+8
% 45-64	20	% 45-64	26	+6
% 65-74	4	% 65-74	10	+6
% 75 & over	2	% 75 & over	6	+4
		GENDER		
% Male		% Male	52%	
% Female		% Female	81%	
Differences between the Practice population and Members of the PRG	3500	180	0.05%	

The practice should describe any variations between the Group and the efforts that have been made to reach any Groups not represented.

For the elderly, when the doctors go from home visit, effort is made to ask the patients about the care they receive and how things can be improved.

Clinical staff keeps a set of questionnaires with them and ask patients if they can complete the questionnaires.

Reception staff also gets involved by handing out questionnaires to patients.

Questionnaires have also been put on chairs with a pencil.

Patients have also been phoned to ask if they can complete questionnaires.

Process used to recruit our PRG:

- Put up posters in practice
- Offered leaflets to all patients attending the practice
- Put information on the practice website

Validate the survey and action plan through the local patient participation report

Survey

Describe how the priorities were set:

- Asked PRG as part of contact details
- Asked patients attending practice
- Telephoned the patients to take part in this survey

Describe how the questions were drawn up:

- Describe how the practice agreed with its PRG on the number of questions to be used

We had a discussion and decided to follow the Patient dynamics GPAQ V3 survey.

- Describe how the questions match the priorities identified with your PRG/patient/practice

The following were identified by the group as areas to look at:

Opening times
Phone Service
Awaiting times
Satisfaction of our services

How was the survey conducted?

- Paper forms

What were the survey results?

Insert Results Report –Please see the attached Survey Report

Action Plan

How was the action plan agreed with the PRG?

- In order to develop the action plan the practice met PRG members after the survey and discussed the survey results with this group.
- We agreed to have more space in the waiting room particularly during

walk in clinic.

- We agreed to display notice in awaiting area, request other patient to provide seat for disable patients as a priority. This is considered as a temporary measures
- Advise the patients only one urgent problem will be tackled during the Walk- In- Clinic
- Encourage the patients to notify the receptionist regarding the number of patients need to be seen in one consultations
- We agreed to implement 24 hours online & telephone bookings.

Areas of disagreement

Describe the areas that you could not achieve what the PRG wanted.

- The PRG wanted to have more books, magazines in waiting area. Unfortunately this request has been declined due to legislations regarding infection control and health and safety issues.
- According to the survey 0.03% of the patient were not satisfy regarding our opening. They request us to open before 8:00am. 89% of the patients were satisfied of our opening hours. This request was declined due to practicality of the procedures.

Are there any contractual considerations to the agreed actions?

No

Include a copy of the agreed Action Plan

We agreed to implement all the suggestions with immediate effect except to increase the size of waiting area

We have already submitted a planning permission for extension. After the planning permission is approved, we will incorporate the expansion of waiting room during the construction of extension. This is most practical and cost-effective way of implementation.

Local Patient Participation Report

Describe how the report was advertised and circulated.

- On the Practice notice board in the reception area
- On our website www.deaneclinic.co.uk ,www.deaneclinic.com,
- By email

Practice name: Deane Clinic

F: Code: P82660

Lead GP: Dr M Selvarajan

Signature:

Date: