

Jubilee Gardens Medical Centre

Stage one: Validate that the patient group is representative

PRACTICE POPULATION PROFILE		
Please provide information on the practice profile:		
<p>Our Current practice list size is 8053 (As of 1.10 2011) We have 4429 males and 3624 females.</p>		
Age	Males	Females
0-4	337	300
5-14	543	510
15-44	2279	1727
45-64	951	740
65-74	187	186
75-84	96	122
85+	36	39
<p>We have different ethnic groups registered with our practice. Majority of the practice population is of Asian patients with a majority of Indian and Pakistani origin.</p> <p>The percentages of the ethnic origins of total practice population would be approximately as below.</p> <ul style="list-style-type: none">• Asian / British Asians : 95%• Caucasians: 2%• Black / mixed : 2%• Europeans / other : 1%		
PRG PROFILE		
Please demonstrate how the practice has ensured that the PRG is representative by providing information on the PRG profile		
<p>Applications to join the PRG was advertised on our practice website www.jubileegardensmedicalcentre.co.uk where patients could complete and email the expression of interest form to the surgery.</p> <p>The patient group was selected keeping the above practice profile in mind.</p> <p>The group is formed with 12 patients and following criteria was applied</p>		

Jubilee Gardens Medical Centre

The largest number of patients were identified in 15-44 age group range with Indian and Pakistani origin therefore 5 patients were selected from this age group.

The next highest number of patients was in 45-64 age group with Indian and Pakistani origin therefore 5 members were selected from this age group.

1 patient is of Caucasian background

We have tried to keep the group profile same as practice profile. However as we only had 4 patients who were ready to be part of this group, we had no choice.

We have taken all 4 patients into the patient participation group.

The practice PRG profile is as below:

Total group members: 4

- Asians : 11 and Caucasians: 1
- Males 7 and females 5

DIFFERENCES BETWEEN THE PRACTICE POPULATION AND MEMBERS OF THE PRG

Please describe variations between the group and what efforts the practice has made to reach any groups not represented.

As mentioned above the practice actively encouraged all patients (different age groups / ethnic groups / gender / etc) to join the PPG.

Only a few patients had shown an interest to join our patient group Patients from a special interest did not come forward although they were encouraged by word of mouth to join our group.

We have advertised the PRG expression of interest on the website as well as on the practice notice board. The patients who had shown an interest We had given the “expression of interest” forms to everyone during the period, however we had only very few expression of interests received.

Stage two: Validate the survey and action plan through the Patient Participation Report

SURVEY

Jubilee Gardens Medical Centre

Please describe how the priorities were set

PM and GPs met and other practice team has met the group on 26.3.12 to discuss the areas of improvement and also to finalise the questions for patient survey form.

Please describe how the questions were drawn up

Previous year's survey forms and results have helped us to start the discussion and given us ideas to develop the patient survey form for this year's survey.

Following this meeting with patient group, we had finalised the patient survey form with 9 questions which were suggested by the PRG group.

Please describe how the survey was conducted?

Following the meeting with patient group, we had finalised the patient survey form with 9 questions which were suggested by the PRG group.

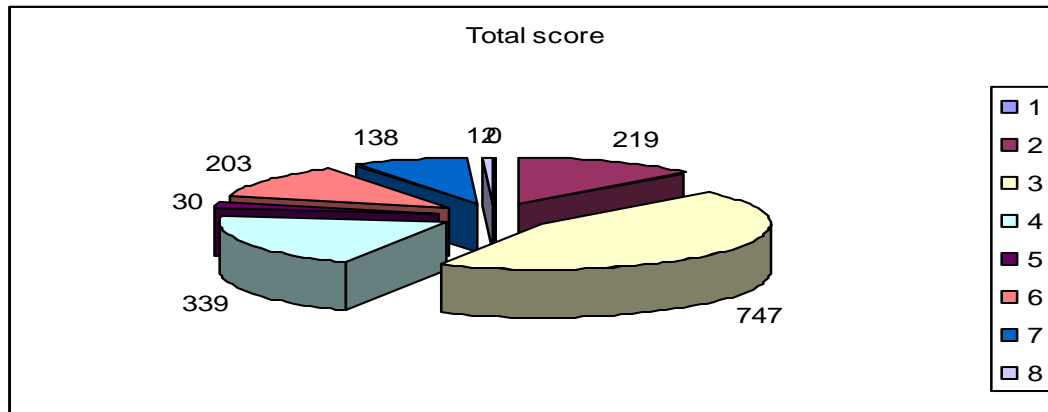
We have distributed 200 survey forms to all the patients in March 2012. All the completed survey forms have been analysed to find the results and outcomes.

What were the survey results?

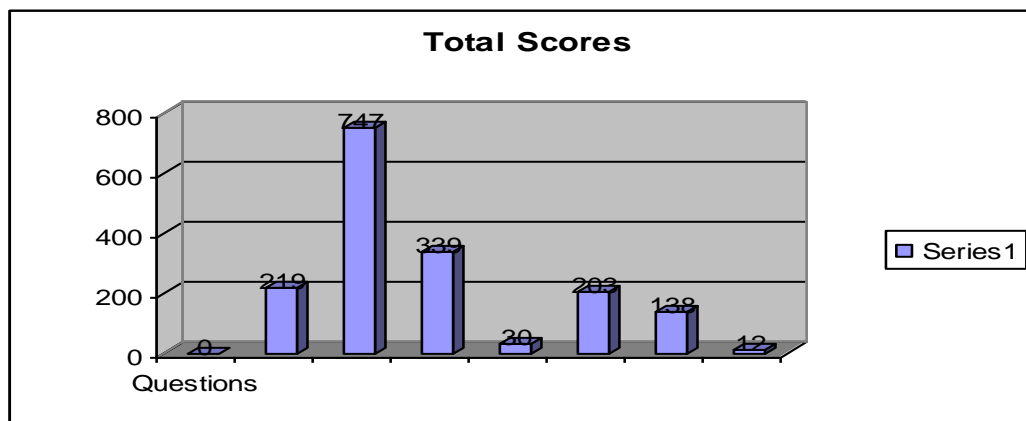
- 200 patient survey forms completed
- 9 questions were included in the survey form
- Each question had a rate ranging from Poor Good Excellent
- All the results if the survey forms were added to a spread sheet to analyse the results

Pie chart of the practice survey results

Jubilee Gardens Medical Centre



Bar chart of practice survey results



ACTION PLAN

How did you did you agree the action plan with the PRG?

Overall the results of the survey were satisfactory.

As shown on the above charts, the practice has scored less in question 2

We have taken this area into consideration for the improvement and wanted to develop an action plan and discuss with PRG.

Question 2 was Telephone Service

Getting through the telephone

At present practice uses services from Thames Net. Majority of the patients complaint that there should be a queuing system on the phone as when the phone is very busy in the mornings, it can give an

Jubilee Gardens Medical Centre

engaged tone to the patients for the long time

We are planning to do this by installing a answer phone type of service on our phone system where the patients are diverted according to their needs i.e. book appointment, tests and results or other queries.

What did you disagree about?

None

Are there any contractual considerations to the agreed actions?

N/A

Please include a copy of the agreed action plan

Action Plan

Area to be addressed and How ?	By who ?	By when ?	Reviewed / completed
<u>Getting through the phone</u> Practice to install a answer phone or a queue system on the phone	BR	1.12.2012	1.9.2012

LOCAL PATIENT PARTICIPATION REPORT

Please describe how the report was advertised and circulated

The action plan has been discussed and agreed with patient group in the meeting held on 29.03.2012. The survey results and action plan will be published on practice website and practice waiting area.

Jubilee Gardens Medical Centre

Please include a copy of the report and link to your practice website

www.jubileegardensmedicalcentre.co.uk

OPENING TIMES

Please include opening hours and out of hours arrangements in the report

Monday 8:00am -6:30pm

Tuesday 8:00am-6:30pm

Wednesday 8:00am – 1:00pm

Thursday 8:00am – 6:30pm

Friday 8:00am – 6:30pm

Saturday 9:00am – 11:00am (extended hours)

The practice is closed on Sundays and on public holidays.

Telephone Advice

The doctor can offer telephone advice. The patients have to call the surgery and book a telephone consultation for the same day.

Emergencies/Out of Hours

If you need any medical help when the surgery is closed, which can not wait for the next working day, please contact Harmoni on 0300-130-3019 .

NHS Direct Tel:0845-4647

(for nurse-led telephopne advice)