



**Downham Family Medical Practice
Downham Health & Leisure Centre
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The Downham Family Medical Practice Patient Participation Group Annual Report

Introduction

The Downham Family Medical Practice has been in existence on the Downham Estate since 1954. The practice is made up of two male doctors and two female doctors and 1 WTE Practice nurse, 0.5 WTE Specialist Diabetic Nurse, 0.5 WTE Cervical Smear Nurse and 0.5 WTE Healthcare Assistant

The practice has been situated within the Downham Health and Leisure Centre for 5 years and the practice now has a population of 7,000 patients.

The practice is committed to patient input, and created a Patient Participation Group.

The staff and doctors at the practice work very hard to provide the best service that we can to our patients with increasingly finite NHS resources.

1. Representation of Patients

Our Patient Participation Group currently consists of 8 registered patients. We advertised the Patient Group Meeting on our practice website, patient leaflet and within the practice. All the practice staff speaks to patients to encourage them to join the group, also letters of invite were sent. We are committed to involving more patients that reflect our practice profile; we are trying to encourage people from different ethnic backgrounds by personally inviting them to the meetings and patients in the age group 17- 24.

It has been challenging to get new patients to attend the meetings however we have a committed group of patients who are working hard to assist in improving the service and experience for patients.

(See appendix 1 for patient profiles)

The Patient Group met four times from April 2012 to March 2013.

2.Review of 2012 Action Plan

At the meeting on the 6th October 2012 the previous action plan was reviewed and discussed

The Action Plan Review is as follows:

	Action to be taken	Achieve by Date
Telephone system	Reviewing returning mobile Telephone calls To look at possible mobile packages.	The Practice has now implemented this action plan by returning all calls(Mobile and landline) at no cost to our patients This change took place on 1st April 2012
Appointments	Ensure the patients are informed of the full range of appointment types Start Online appointments	The online appointment system has not worked well with the practice new computer system. Work is ongoing in improving the online Telephone appointment process .This action will be carried forward for until March 2014
Communication to patients of services within the practice	Ensure the full range of services provided in the practice is advertised in the patient leaflet, website and the jayex board Introduce Quaterly practice leaflet	We have tried hard to improve the communication to our patients in order to ensure awareness of the various services we provide. We ensure that service information is updated regularly on the Jayex board in the practice,quarterly practice leaflet as well as on the practice website The first Quaterly practice leaflet went live in December 2012
Confidentiality in the reception area	Ensure patients are aware there is a room available to speak in confidence to a receptionist – Advertise in reception, practice website and practice leaflet.	The practice has an open area reception, which can sometime make it difficult for patients to speak in confidence to our reception staff. We have put up posters and a message on the Jayex board to make

		patients aware of the opportunity and option of speaking to our staff in confidence.
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3. Agreeing Areas of Priority with PPG

We decided to use a patient survey to gain the views of our patients, and this was discussed at a PPG meeting on 6th October 2012. This year's objective was to look at how patients are told about new and useful services that are already in place.

PPG forum made suggestions about the questions to be asked and reworded some of the questions. The questions discussed were about the Access to clinicians, how aware patients are about some of the services provided in the practice i.e Electronic Prescribing,, Minor Ailments and the length of time it takes to book in at reception.

4. Survey Results

The practice Receptionists handed out questionnaires at random to patients visiting the practice during January 2013.

Over 270 surveys were given out and 255 were completed fully by patients who attended the practice.

A summary of the results is downloadable on the practice website Also can be requested at the practice reception desk.

5. Discussion of Practice Survey

The results of the survey were discussed at the PPG meeting on Saturday 2nd February 2013 and the all areas were discussed. The areas agreed to take forward and produce an action plan this year are:

- 1) Appointments (ONLINE) carried forward from 2012/13
- 2) Telephone Consultations
- 3) Electronic Prescribing
- 4) Minor Ailment Scheme

The survey results were also discussed at our Practice Meeting held on Thursday 14th February 2013.

It was agreed that the report will be posted on the practice web site no later than 31st March 2013. It will be sent to all members of the Patient Participation Group, and hard copies will be available at the reception desk.

6. Action Plan for 2013/14

Our Action Plan agreed is as follows:

	Action to be taken	Achieve by Date
Appointments	Ensure the patients are informed of the full range of appointment types Start Online appointments	March 2014
Telephone Consultations	Ensure patients are aware they can have access to a clinicians via a telephone consultation on a daily basis (week days only) Ensure information is advertised and updated if need.	March 2014
Electronic Prescribing	EPS is a new service which started in December 2012 The practice is to advertise the service more widely add to practice web site and practice leaflet.	September 2013
Minor Ailment Scheme	The Minor Ailment Scheme has been used for 3 year. The practice needs to ensure that it is advertised more as it has proven to be a beneficial service to patients. The service information is to be added to the practice website and patient leaflet.	May 2013

7. Opening Hours

The practice reception is open and available for 52 hours a week Monday – Friday.

The practice opening hours are as follows:

- Mondays 8:00 - 18:30**
- Tuesdays 8:00 - 18:30**
- Wednesdays 8:00 - 18:30**
- Thursdays 8:00 – 20:00 Extended Hours**
- Fridays 8:30 – 18:30**

Appendix 1

Patient Group Profile

	Patient 1	Patient 2	Patient 3	Patient 4	Patient 5	Patient 6	Patient 7	Patient 8
Female		✓		✓	✓	✓	✓	✓
Male	✓		✓					
Carer								
With Children						✓	✓	✓
Age Group								
Under 16								
17 - 24								
25 - 34								✓
35 - 44						✓	✓	
45 - 54								
55 - 64					✓			
65 - 74	✓	✓						
75 - 84			✓	✓				
Over 84								
Ethnicity								
British	✓	✓	✓	✓		✓	✓	
Irish								
White &Black Caribbean								
White &Black African								
Indian								
Pakistani								
Bangladeshi								
Caribbean					✓			
African								
Chinese								
Other								✓