

Dr Jain & Dr Gupta Surgery  
Little Lever Health Centre  
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*Patient Participation Group*  
*Annual Report and Action Plan 2014-2015*

**Introduction**

Dr Jain & Dr Guptas surgery is an NHS (General Medical Services [GMS] contract) General Practice with approximately 3200 patients. The practice is continually taking on new patients and is open 5 days a week:

- Monday 8 am - 6.30 pm
- Tuesday 8 am - 8.00 pm \*
- Wednesday 8 am - 6.30 pm (from 01/04/2015)
- Thursday 8 am - 6.30 pm
- Friday 8 am - 6.30 pm

\* We participate in the extended hours Enhanced Scheme (ES), therefore patients can access a GP on Tuesday evenings during the extended hours of 6.30 pm-8.00 pm.

The health centre is located in Little Lever and has been refurbished to Care Quality Commission (CQC) standard. There is limited car parking available at the health centre.

Access to appointments is available by ringing the health centre between the hours of 8.30 am – 6.30 pm; however, appointments can also be booked online on our interactive website at [www.drjainanddrgupta.nhs.uk](http://www.drjainanddrgupta.nhs.uk). Appointments are generally for 10 minutes, however double appointments can be booked. The practice operates a scheduled release of appointments at pre defined intervals to ensure that some appointments are available to be booked in advance as well as on the same day. When the surgery is closed, patients can contact a doctor from the Out of Hours service by telephoning the usual practice number which will provide an alternative number to ring. For the convenience of patients and in line with policy, Choose and Book is used for all referrals to secondary care.

At the surgery medical services are provided by 2 full time GPs. We also have 1 nurse who is a Specialist Practitioner/nurse prescriber, a health care assistant and a health trainer who, collectively provide surgeries every day. They deal with a wide range of problems including chronic disease management, asthma and COPD clinics, foreign travel advice, baby immunisations, smears and general health checks. There is also a supportive reception and administration team. All information regarding staff and the services we provide can also be found on our website.

The practice also offers the services of midwives, health visitors and school nurses.

### **The Patient Representation Group**

In 2011, following the Government proposal to develop new methods of gaining patient opinions, we set up a Patient Representation Group (PRG). This enabled us to consult and plan with patients, whenever possible, on the facilities and provision of services, to allow patients to make positive suggestions about the practice and their own healthcare, thus allowing the

PRG to be called upon to influence the local provision of health and social care.

The priority when setting up a PRG was to ensure that it was representative of the patients registered at the practice. This involved us contacting a wide variety of patients of different age groups, gender, ethnicity and sexual orientation via telephone, email and letters. A poster was also put up in the waiting room. We continue to actively encourage patients to sign up to the PRG

The group profile consists of 16 members of a varied age range, ethnicity, sexual orientation, ability and gender. The group meets biannually face to face as a group, and is consulted regarding any major changes via email or telephone.

### **The Patient Survey & Patient Participation Group**

In 2014/2015 a survey, a copy of which can be found with this report, was distributed amongst patients in attempt to seek their views. The survey was disseminated to all patients who attended the surgery. In total 200 surveys were given out, completed and returned to the practice over a period of time which were then analysed. This was sent out to the PRG and was discussed at the latest meeting in January 2015 and a report and action plan was produced.

The principle concerns that came from the survey, the results of which can be found online, were:

- Access to a GP or other clinician at a time convenient to the patient
- Telephone access at peak times
- Parking at the surgery
- Alternative ways to book appointments
- Water machine in waiting room

Equally, the practice was commended for:

- The overall cleanliness of the surgery
- We now have a female GP
- Confidence and trust in the person they saw, and were treated with dignity and respect, there was further increase in this from last years survey.
- Helpfulness and friendliness of the reception staff

From this an action plan was formulated.

**Action Plan:**

At the meeting to discuss the results of the survey the following actions were agreed:

- To continue with the extended hours providing a late night surgery until 8pm every week on Tuesday. Other clinicians also provide flexible working hours and appointments can be made for as early as 8am. Also, from 1<sup>st</sup> April, the surgery will be open until 6.30pm on Wednesday providing further access convenient to the patient. From April 2014 the surgery, together with 8 other practices, provided extended hours each evening until 10pm and Saturday and Sunday mornings. However, this ceased in January 2015 as unfortunately it did not reduce A&E attendance.
- A NHS health trainer event was organised thus enabling our patients to attend for health checks late in the evening to target people in the 40-74 year old age group to attend the surgery for a NHS health check. This was successful and will hopefully be repeated again in 2015.
- The practice invested money in employing a dedicated nurse 1 day a week to see patients over the age of 75 years in an attempt to reduce hospital admissions and provide appropriate support and open access to the surgery.

- The phone lines are now open all day between the hours of 8am-6.30pm which may hopefully improve telephone access. Also, we aim to get as many people signed up to our interactive website in an attempt to utilise the facilities on there. This may prevent them from having to ring the surgery.
- Unfortunately, parking remains a problem but is out of our hands
- As previously mentioned the practice now has an interactive website which can be found at [www.drjainanddrgupta.nhs.uk](http://www.drjainanddrgupta.nhs.uk) However, the surveys revealed that only a small percentage of the patients were aware of a practice website. The website allows patients to access online services such as ordering prescriptions, making appointments, change of address forms and online registration as well as information regarding travel, minor illness and any other practice communication. This will provide us with the opportunity to effectively communicate current services within the practice as things change; hence we intend to get as many patients as possible utilising the online services. During each contact with all patients every member of staff will ask and encourage patients to sign up for this.
- The majority of patients were satisfied with the changes that have been made within the building with regards to cleanliness of the waiting room and treatment rooms. This will continue to be maintained as per CQC standards.

**Publication:**

A copy of this report is available in the practice and online.

If you require any further information, please do not hesitate to contact the practice manager, Linda Dawson or Sharon Worthington, assistant practice manager.

