**Patient Participation Directed Enhanced Service**

**Local Patient Participation Report**

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| **Practice Name** **Dr R Bano & Dr I C Agarwal** **City of Coventry Health Centre** **2 Stoney Stanton Road** **Coventry CV1 4FS****Local Patient Participation Report 2013/14** |
| **Introduction** |
| Dr R Banos’ & Dr I CAgarwals’ practice is a busy surgery with 2774 patients. We have always strived to provide a high quality service and consider our patients’ input. |
| **Step 1: Develop a structure that gains the views of patients and enables the practice to obtain feedback from the practice population, e.g. a Patient Reference Group (PRG)** |
| Prior to this DES, the Practice did not have a formal Patient Reference Group. In order to appeal to as many groups as possible, we used different means of advertisement. This included providing information on our interactive display board in the waiting room, giving out leaflets, We also targeted our flu clinics and put a piece on our website, A total of 3 patients have joined our Patient Reference Group. 2 of these patients are female, & 1 male. We have attempted to recruit more patients within this group by advertising as widely as possible and using media which these younger patients might be more likely to access such as the website.48% of the respondents to our survey were Indian while 23% were White British, unfortunately this group is under represented on our PRG, and we are actively encouraging this group to join our panel, by directly asking them when they have been seen in clinic, we continue to engage all ethnicities to participate within our panel. |
| **Step 2: Agree areas of priority with the PRG** |
| Our PRG meets 3 times a year to discuss topical issues within the Practice. In September, the PRG reflected on areas they wished to prioritise for the patient survey. One of the PRG members had attended a City wide patient group meeting, where lab results were discussed. She felt it was important to ask our patients what they felt about our current system of communicating lab results, and whether this could be improved. The Group were in agreement about this, but also felt it was important to add an area for individual suggestions. With the new telephone consultation system, the group were keen to ask about the use of the telephone for making appointments, and whether patients were having any difficulties getting through. The use of email and the website were also deemed important, particularly with further drive from the government to increase our online communication with patients.  |
| **Step 3: Collate patient views through the use of survey** |
| The survey was also advertised on our waiting room display, surveys were completed within the surgery. The PRG were present in the surgery for one week, facilitating the administration of the survey. A total of 100 surveys were undertaken, but 60 were complete.  |
| **Step 4: Provide PRG with opportunity to discuss survey findings and reach agreement with the PRG on changes to services** |
| The PRG met in March 2014 to discuss the results of the survey. Overall, we were pleased to see the high levels of satisfaction on getting through on the telephone. It was felt the website could be better publicised.Confidentiality at the reception desk was a concern for 7 patients, whilst 53 patients were comfortable with discussing matters at the reception without being overheard. The practice have installed a ‘stand back’ sign, hopefully this will resolve the issue. The issue of health promotion and uptake of services locally remains an ongoing issue, which was raised in our survey. However patients did feel that their Dr had given them some advice on managing their health condition at their last consultation, which is reassuring. The majority of patients would look to reception for information on these services, but a significant number would still expect some advice from their GP on this. It was agreed we would look at encouraging further health promotion and advice about services, through our website.  |
| **Step 5: Agree action plan with the PRG and seek PRG agreement to implementing****changes** |
| Patient Participation Action Plan

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| Survey Finding | Agreed Action | Action by who | Action by when | Date completed |
| Lack of awareness of the Practice website & ordering prescriptions online | Increased publicity, through the display board in the waiting room. Also during consultations, how to register & order prescriptions online through the website.  | PM/RECEPTION STAFF | July 2014 |  |
| Lack of awareness of practice opening times | Better publicity of opening times, i.e. more posters in waiting room, verbal communication with patients | PM/ RECEPTION STAFF | September 2014 |  |
| DNA- patients not attending pre booked appointments | Look at telephoning patients prior to appointment or advertising our telephone consultation service | PM/ RECEPTION STAFF | July 2014 |  |

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| **Opening Hours** |
| *Our Current Opening Times:**Monday 8:30-18:30* *Tuesday 8:30-1830**Wednesday 8:30-18:30**Thursday 8:30-13:30**Friday 8:30-18:30**Saturday Closed**Sunday Closed**Telephone consultations are offered everyday after surgery.* |