

Patient Panel Report - 2014

**Drs Smart, Desai, Martin & Shukla
Eve Hill Medical Practice
Patient Participation Group
Annual Report**

Eve Hill Medical Practice Patient Participation Group was established in 2005 and meets regularly at least 4 times per year.

Members are contacted via email, telephone or letter.

The group consists of 42 members, although not all members attend all meetings, we consistently have an excellent attendance rate.

The demographics of the group compared with the whole practice are detailed below:

Numbers of patients registered with the practice / members of the PPG:

	Male	Female
Patients of the practice	3429	3529
Members of the PPG	15	27

Age of patients / members:

	<16	17-24	25-34	35-54	55-64	65-74	75>	Total
Age of Patients in the Practice	1419	869	867	1821	841	631	541	6989
Members of the PPG	0	4	1	11	12	10	4	42

White ethnic group demographics of patients / members:

	White British	White Irish	Other white	White/Black Caribbean	White/Black African	White Asian	Other Mix	Gypsy/ Traveller
Patients of the practice	3718	31	143	51	31	16	17	2
Members of the PPG	31	0	2	1	0	1	0	0

Non-white ethnic group demographics of patients / members:

	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Arab	Other
Patients of the practice	70	208	154	22	17	121	434	35	17
Members of the PPG	2	1	0	1	0	0	3	0	0

The practice reviews its membership annually and endeavors to invite members of all ages, sex and ethnicity. The membership of the group is as previously stated. We have highlighted that at present we have should try

to increase our membership, and in particular young men and women with families. During the summer we hope to have evening meetings to encourage these groups to attend. The doctors opportunistically hand out flyers to any patients who are interested and also information is always available on our website, reception area and waiting room. One of our longstanding members has also produced an information sheet which has been posted on our web site and is available from the reception area.

Patient Panel Survey 2014

Our annual survey was discussed during our practice meeting on 12th November, 2013, this was following a report received from Dr David Carson, representing Dudley CCG, concerning patient access and appointment availability.

It was agreed that the survey would review access and in particular patients attending the chronic disease clinics, as these patients attend on a regular basis. The group agreed that the patient visit should be positive and constructive and the main priority of the questionnaire was to improve the patient experience of attending these clinics.

The practice nurses will report any feedback from patients and the group would review the outcome at subsequent meetings.

Please have a look at the survey, we would value your opinion on its content and appreciate your views.

Below is the questionnaire given to patients

1. I receive my appointment in time to attend for my blood tests

Strongly Agree	Agree	Disagree	Strongly Disagree
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2. I fully understand where and when to attend for a blood test

Strongly Agree	Agree	Disagree	Strongly Disagree
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3. I fully understand the instructions given for a fasting / non fasting blood test

Strongly Agree	Agree	Disagree	Strongly Disagree
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4. If I need to change my appointment, I can do this easily

Strongly Agree	Agree	Disagree	Strongly Disagree
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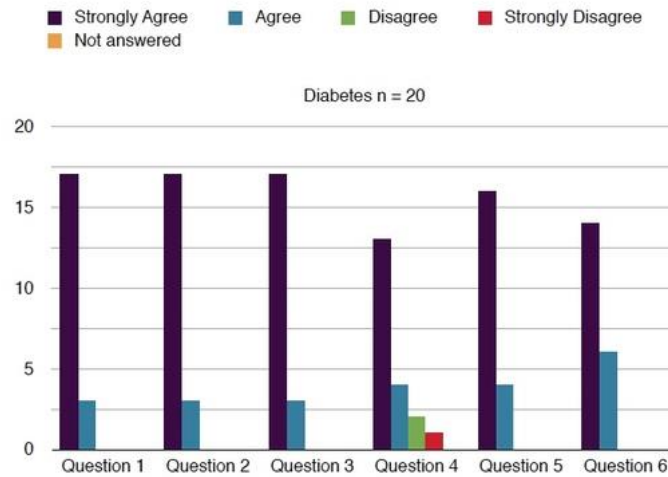
5. I have enough time during my appointment with the doctor / nurse to discuss any concerns

Strongly Agree	Agree	Disagree	Strongly Disagree
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6. I feel that I am able to better manage my condition, following my appointment

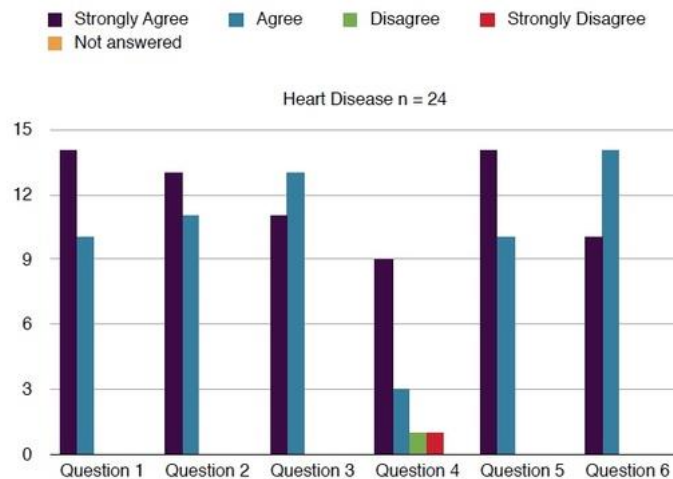
Strongly Agree	Agree	Disagree	Strongly Disagree
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Patient Panel Survey Results – 2014



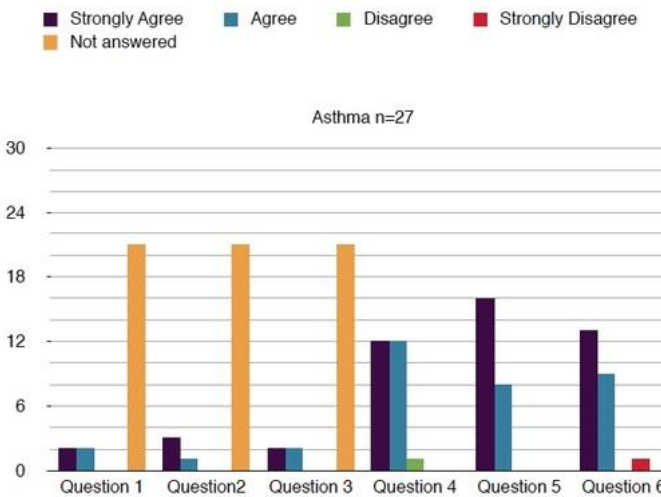
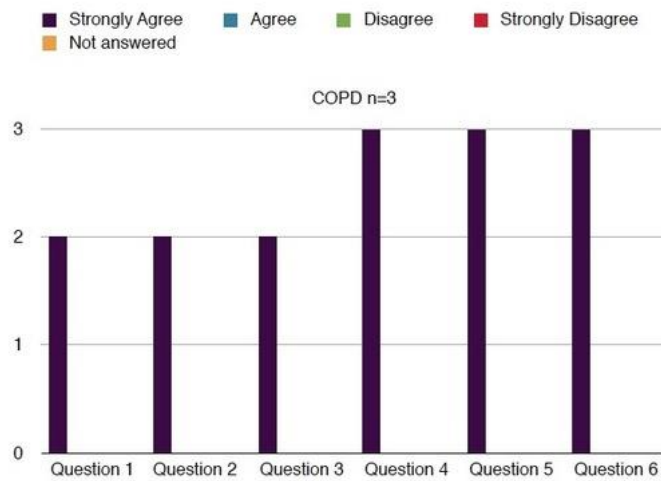
Diabetes Comments (all direct quotes):

- It's all very good
- Q4 sometime it is not possible, also have a lot of problem getting through to make appointment with G.P of your choice
- To be truthful I manage my diabetic with help of consultants at russels hall hospital and don't really see doctors at surgery unless I am ill with other most of Doctors at surgery dont fully understand my care and plan i have taking care of myself with diabetic nurses on hospital team



Heart Disease Comments (all direct quotes):

- Q4 sometime it is not possible, also have a lot of problem getting through to make appointment with G.P of your choice
- i always find people here very helpful



Asthma Comments (all direct quotes):

- happy with my appointment today
- 3 monthly appointments are slightly excess for condition. self management has worked for last 50yrs. appts inform me of current guidelines
- JD has recommended different type of inhaler which may work better
- staff are patient when i need to discuss any other issues during my athsma appointment. I am very gratefull for this as I would have to make another appointment = time consuming
- happy in what the nurse tells me and with what she does
- carer says she needs regular prompting

Patient Panel Survey Action Plan 2014

The results of the survey were discussed during the meeting on the 27th February and the following action points were agreed.

Patient Panel Survey Action Points 2014

1. Following re organisation of the Diabetic Clinic. We will re audit the appointments system again
2. To continue working with the Primary care Foundation, improving access in all areas
3. No changes for current requests for blood tests
4. Designate a named person for re booking appointments
5. Continue to encourage staff to engage with patients attending for chronic disease management appointments and support self care management

Details of our appointment system, to include general appointments, extended hours appointments and appointments for other services are available on our web site, evehillmedicalpractice.com, practice leaflet and displayed in the reception area. Patients may contact the surgery via telephone or personal visit during surgery opening times.

Eve Hill Medical Practice was established in 2005, our membership has risen from 10 original members to an extended group of 42. Every member is invited to all meetings, and although not all members attend, we have established a well represented core group. We have had presentations from many outside agencies including, Expert Patients, Dudley Stroke Association, Help for Carers , Moss Grove Surgery PPG, Dudley and Walsall Mental Health Services and Alcohol Awareness (Dudley). All of which have provided the practice with information, websites and contacts for patients in need of these services.

Four members of the group now regularly attend the local Patients Opportunity Panel and are able to bring any relevant issues to our meetings. The panel will continue to meeting at least 3 times per year, we hope to extend our group during the next twelve months and having received an invitation, are arranging a visit to hospital services in the near future.

2014 will be our 10th anniversary, we are already planning several money raising events to promote local charities. We ask any patients of Eve Hill Medical Practice to come and join us, and find out more about the practice and other local health issues.